Most common Zoom issues

We'll start with some of the most common problems and walk through the steps to fix them, but before doing so, you should check a few things first. These few basic checks, before you join a Zoom call, may help curtail issues before they require more detailed attention, and allow Zoom meetings to proceed without glitches.
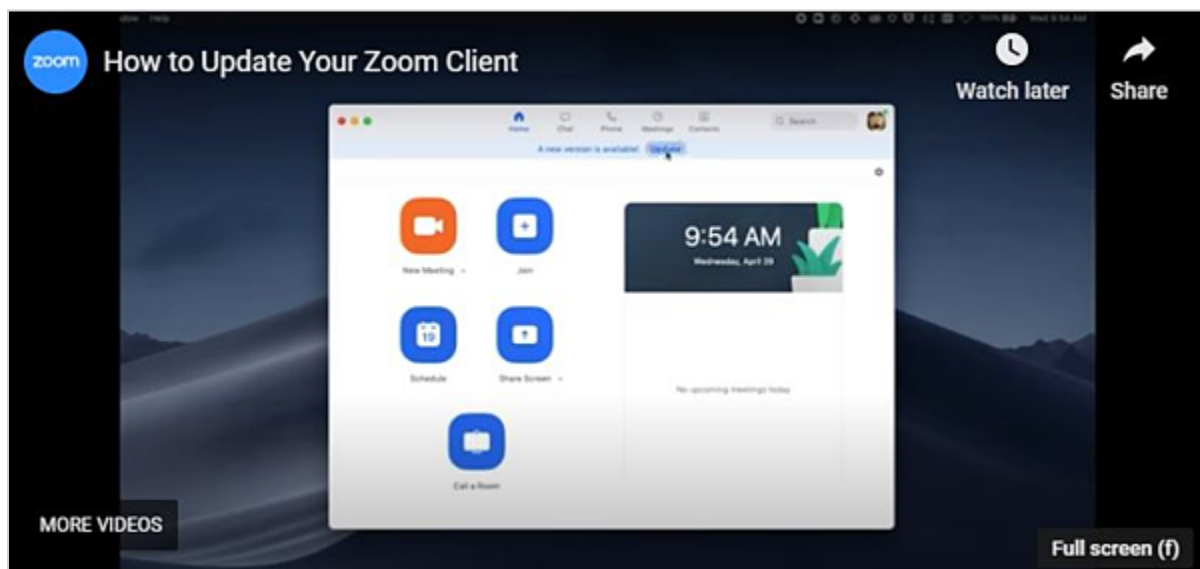
1.Check Zoom's service status

The first thing you should do is check Zoom's status page. This shows the current status of each connection component of Zoom, such as meetings, video webinars, and cloud recording. With this, you can determine if the problem is on your end or Zoom's.

You can see the status of each component, and ideally, they should all appear "Operational". However, you may see "Degraded Performance" or "Under Maintenance", so if this is the case, scroll further down to see additional information about issues, as well as updates and estimated resolution times.

2. Check for Zoom updates

Zoom usually issues notifications about updates; however, it's always a good idea to check manually. Click your profile picture in the top-right, then click **Check for Updates**. If an update is available, it will download, after which you need to click **Update** to install it. Zoom will automatically restart when it's done. If you encounter any further problems, you may need to download the latest version of Zoom from the Zoom Download Center.
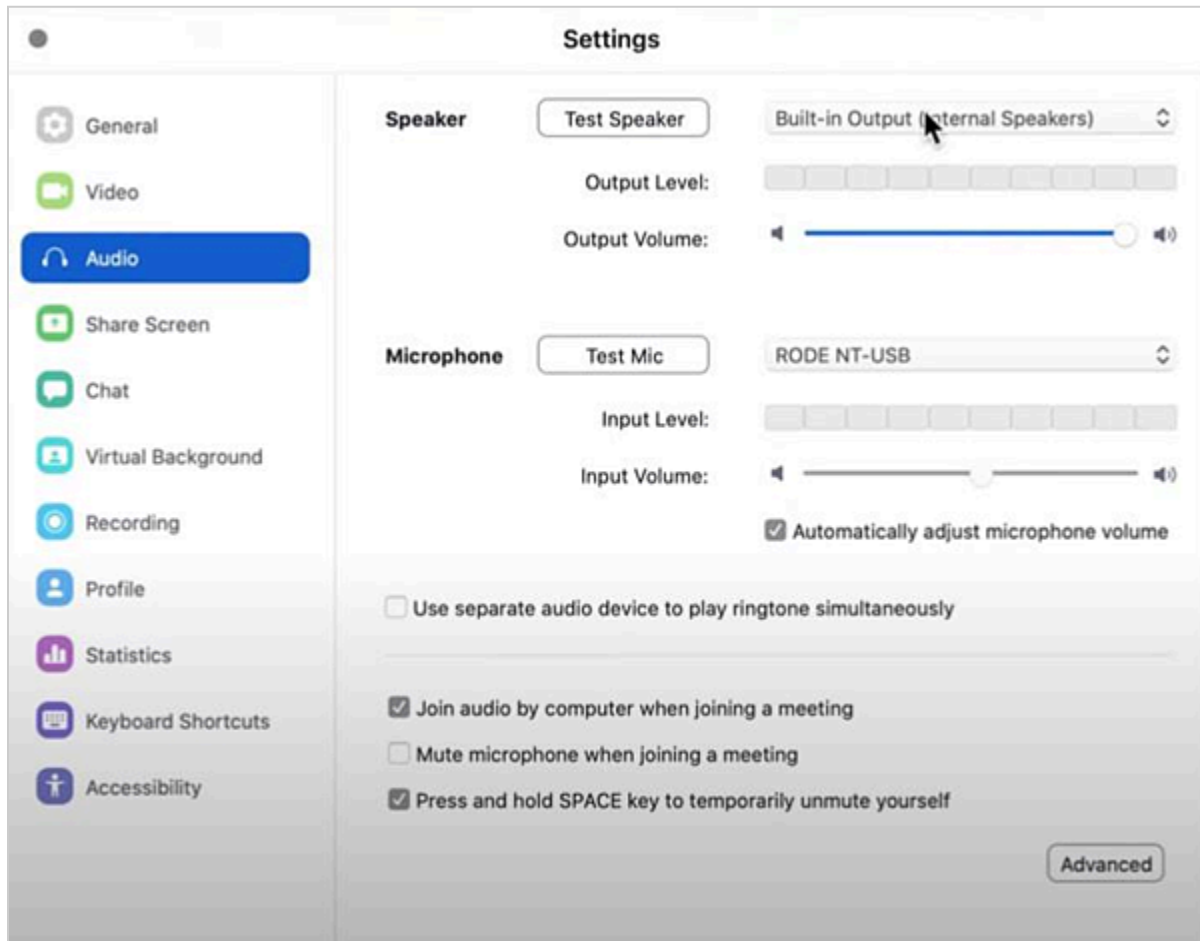
3. Where possible, use the desktop client

You have the option of joining a Zoom meeting, via your browser or by using the desktop client. The downloadable client is preferable, as it's faster, far more reliable, and supports many more features. However, if you use a computer that doesn't allow the installation of programs, you may have no choice but to use the web version to join your Zoom call.

4. Check your internet connection

Sometimes it's your internet connection that can make the difference between a great meeting and one fraught with problems. If you're relying on WiFi, make sure that everything is in working order before starting the meeting. Take the time to disconnect and reconnect, as well as checking the signal strength prior to a meeting. Speedtest.net allows you to check your results against Zoom's system requirements.

5. Check your speaker and microphone

In Zoom's settings, you can check your audio before you start, and this could save you encountering issues once you join a Zoom meeting. You can also access more in-depth settings related to background noise suppression and echo cancellation by clicking on the 'Advanced' button at the bottom of the screen.
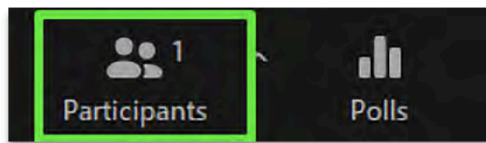
5. Check your video

First, make sure you've allowed Zoom to access your camera. If this is your first time joining a Zoom meeting from your chosen device, you'll be asked to allow Zoom permission to access your camera and microphone. Then you can fine-tune your video settings. In Zoom's settings, click on 'Video'. Check the lighting and composition to make sure your webcam is positioned at the best angle, and there is no glare on the screen.
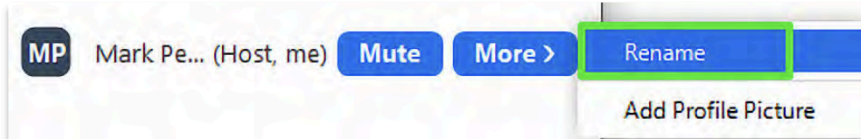
If you plan to use Zoom's virtual background feature, check that this works properly before you join a meeting.[1]
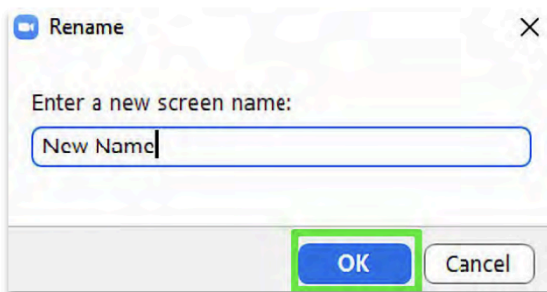
How to Change Your Name in Zoom

1.) To change your name after entering a Zoom meeting, click on the "Participants" button at the top of the Zoom window.

2.) Next, hover your mouse over your name in the "Participants" list on the right side of the Zoom window. Click on "Rename".

3.) Enter the name you'd like to appear in the Zoom meeting and click on "OK".

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[1] Source: https://stockton.edu/student-transition/documents/welcome-week-zoom-tutorial.pdf