

TESTING AND TROUBLESHOOTING YOUR ZOOM SETUP

Zoom provides a test page that can be used at any time to test your microphone, speakers, and camera.

- Click the [Zoom Test Page](#), which will take you to this page:



- Click 'Join'. You may see a prompt like this:



- Click 'Open zoom.us' or 'Open Link' (this is not an ISU page).
- If prompted, select to 'Join without Video' or 'Join with Video'.



- A Zoom meeting room will open, and a pop-up box should appear:



Hear a ringtone? Click Yes. If not, select the appropriate speaker:



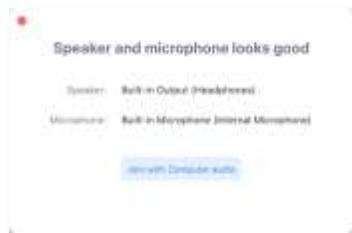
NOTE: If you do not see the above pop-up boxes but instead see one like the one shown below, please select Test Computer Mic and Speakers.



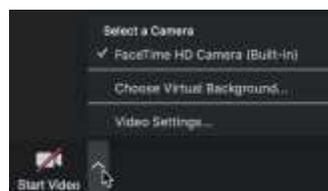
Next, speak then pause. Did you hear yourself? Click Yes. If not, check the drop-down box to select the appropriate microphone:



If all audio components are working:



- Click 'Join with Computer audio'. You may be prompted a second time.
- The meeting room will open.
- If you selected 'Join with Video', you should see yourself.
 - If not select the up arrow to find the correct camera.



- To end the test session, click Leave Meeting.

TROUBLESHOOTING

Some common audio issues:

- Speakers/headphones are unplugged
- Volume is turned down too low
- Your microphone is muted (either in Zoom, where you will see a slash through the microphone icon, or on the microphone itself)
- You have not Joined Audio in Zoom

Some common video issues:

- Your camera is unplugged
- Your camera has a privacy cover that is not open
- You have two cameras and the wrong one is selected, such as with front and back cameras
- You have not started your video in Zoom

Other common solutions:

- Try opening Zoom with a different browser: Chrome, Firefox, Safari (Internet Explorer is not recommended at this time.)
- Make sure your browsers are up-to-date
- If you have used Zoom in the past, make sure it is up-to-date
- Disable pop-up blockers
- Check behind open windows for pop-up windows or prompts
- Close/quit any other software that uses cameras and microphones (Skype, FaceTime, Whatsapp, etc.) as they may conflict with Zoom

If you cannot resolve your issue, contact ODL tech support for troubleshooting. hsodl@iastate.edu