

Zoom How-To and Troubleshooting

Getting Started:

[Get Started on Windows and Mac](#)

[Advanced Settings](#)

Audio, Video, Sharing:

[Join a Meeting by Phone](#)

[Test Computer or Device Audio](#)

Meetings and Webinars:

[Host a Video Meeting](#)

[Join a Meeting](#)

[Invite Users to a Meeting](#)

[Start a Scheduled Meeting](#)

[Schedule Recurring Meetings](#) (EXPIRE AFTER 365 DAYS)

Account:

[Forgot Password](#)

[Customize Profile](#)

Recordings:

[Access Cloud Recordings](#)

[Access Local Recordings](#)

[Delete Cloud and Local Recordings](#)

[Change Recording Settings \(See “Recording Tab” section\)](#)

Troubleshooting:

Audio not working:

1. In your Zoom call, hover your mouse over the bottom of the screen to bring up the control menu for the meeting.

2. Click on the small up-arrow icon next to the microphone icon and look under the “Select a Speaker” header. Click ‘Same as System’ and if that does not work, cycle through the other options.

Video not working:

1. If you cannot see yourself in the call, hover over the bottom of the screen to bring up the control menu for the meeting.
2. Click on the small up-arrow icon next to the camera icon and make sure you have a webcam selected. If there are multiple options, feel free to cycle through them till you can see yourself in the Zoom call.