

Zoom Troubleshooting Tips for Participants

If your sound isn't working

- Leave the Zoom meeting and rejoin
- Click the arrow next to your microphone and select "Test speaker & microphone"
 - For more, see: [How to test your microphone](#) (Grassroots Digital Hub)

If your camera isn't working or your image lags or freezes

- Leave the Zoom meeting and rejoin
- Check if your device's camera is selected, connected and that there is nothing covering it
- Try moving to a location with better connection
- Close other apps and programs on your device
- If you share a network with other people, ask that they not view videos or play online games while you're in the Zoom meeting
- Check your operating system settings to make sure Zoom has access to your camera
- Restart your device

Sharing screens



[Sharing your screen](#) (Grassroots Digital Hub)

[Making a shared screen bigger or smaller](#) (Grassroots Digital Hub)

Polls



[Tips for answering polls](#) (Grassroots Digital Hub)

If you have a Zoom account

- Adjust your Zoom settings to decrease bandwidth:
 - Go to “Settings”
 - Select “Video”
 - Under “My video”, *unselect* “Enable HD”, “Mirror my video” and “Touch up my appearance”
- You may need to delete Zoom and reinstall a new version of the application
- Visit [Support.Zoom.com](https://support.zoom.com) for more tips