

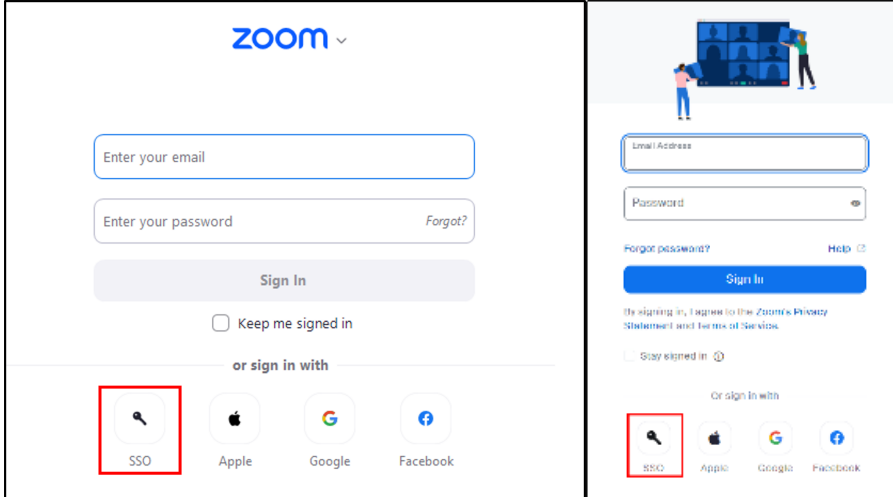
# Troubleshooting Common Issues

## Sign In Issues

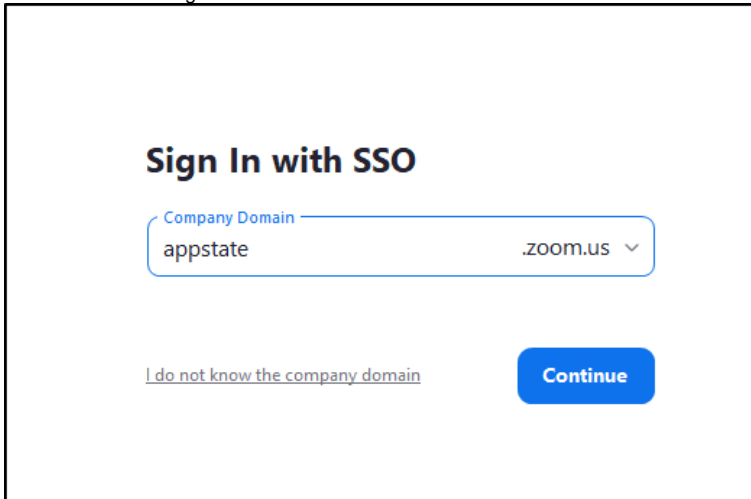
### Use Single Sign-on (SSO) to sign into Zoom

App State encourages users to use single sign-on (SSO) when signing into Zoom from a web browser or the Zoom Application.

1. Open the Zoom client or navigate to the Zoom website to sign in.



2. Click **Continue** to Sign In with SSO.



3. This will redirect you to the App State sign-in page where you can log in with your App State credentials.

You can do this by checking the connection speed. Suggested speeds for Zoom conferencing are 1Mbps upload speed and 600Kbps download speed.

### Clear the Zoom Cache and Cookies in the Settings

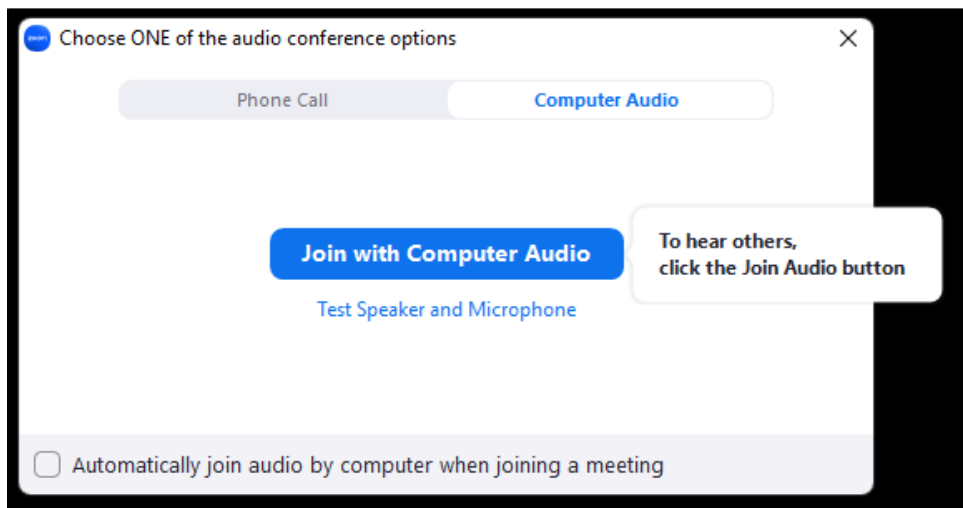
1. Go to the settings in your web browser and click on **Privacy and security**.
2. Click on **Clear browsing data**.
3. Make sure **Cookies and other site data** and **Cached images and files** are checked.
4. Click **Clear data**.

Restart your device and/or browser.

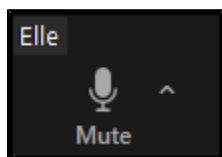
You can be signed into Zoom on one computer, one tablet, and one phone at a time. If you sign in from another device of the same type, you will be logged out automatically on the first device. Try using another [sign-in method](#).

## Audio Issues

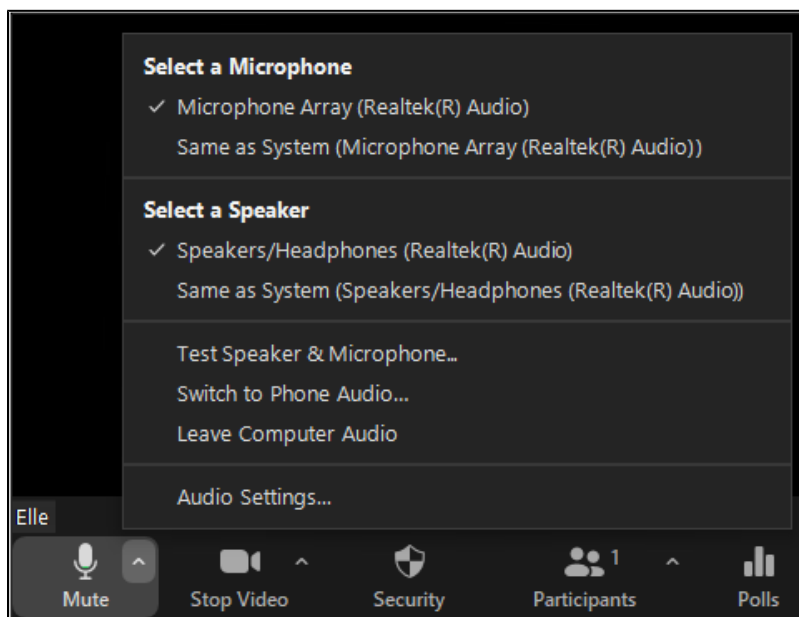
First, configure the initial audio settings after clicking to join and meeting and right before you have been connected. Choose to **Join with Computer Audio** (You can also check the box to **Automatically join audio by computer when joining a meeting** to keep this option set automatically:



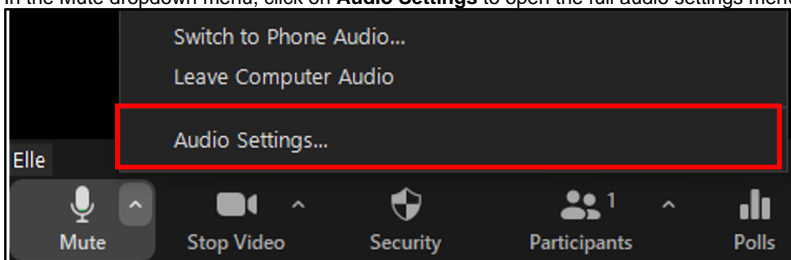
Next, check to make sure you are not Muted by locating the **Mute** button in the main menu bar. If you are unmuted the button will look like this:

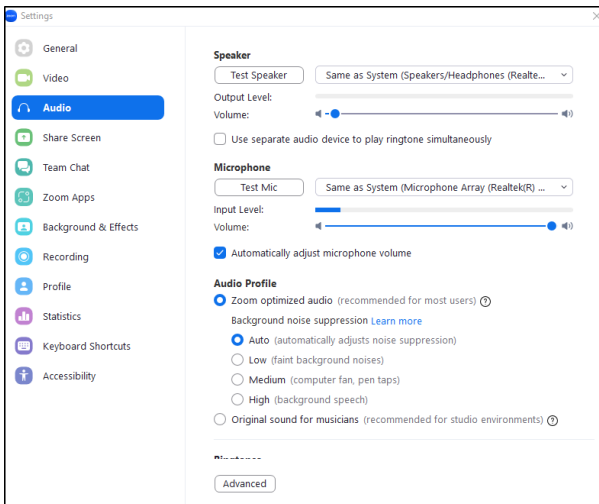


Try selecting the microphone and/or speaker options labeled **Same as System** if that option is unchecked (otherwise, check one of the other options under **Select a Microphone** and **Select a Speaker** (If you want to use your phone as an audio device, select **Switch to Phone Audio**):



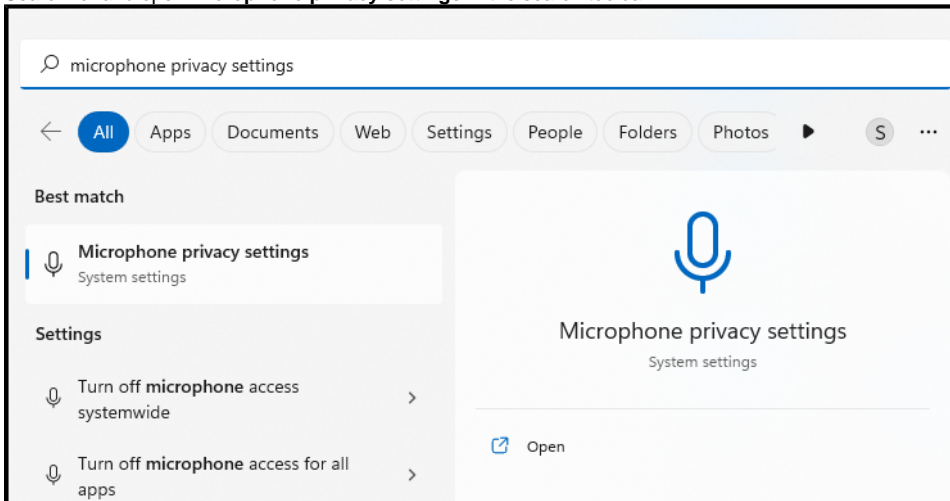
1. In the Mute dropdown menu, click on **Audio Settings** to open the full audio settings menu.



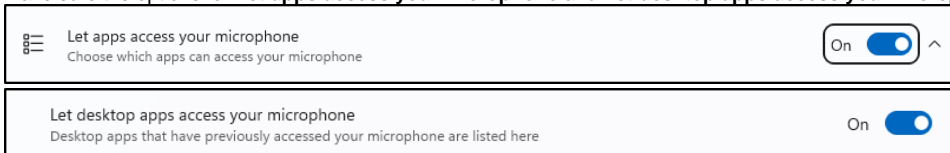


2. Click **Test Speaker** to test your output. You should hear a ringtone and see the output level bar fill in blue to indicate the level of audio output.
  - If you see a blue bar but do not hear a tone, **try adjusting your speaker volume** using the **Volume** slider under **Speaker Output Level**.
  - If you don't hear a tone, and see a blue status bar, this means your audio is not working as expected.
3. Click **Test Mic** to test your input. This will begin a recording. When the recording begins, speak into your microphone, then wait to hear the audio playback.
  - If you see a blue bar but do not hear the recording playback, **try adjusting your speaker volume** using the **Volume** slider under **Microphone Input Level**.
  - If you do not hear sound from the playback and you do see a blue status bar this means your audio is not working as expected.

1. Search for and open **Microphone privacy settings** in the search toolbar:

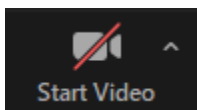


2. Make sure the options for **Let apps access your microphone** and **Let desktop apps access your microphone** are both turned **On**.

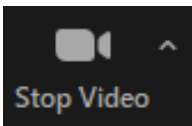


## Webcam Issues

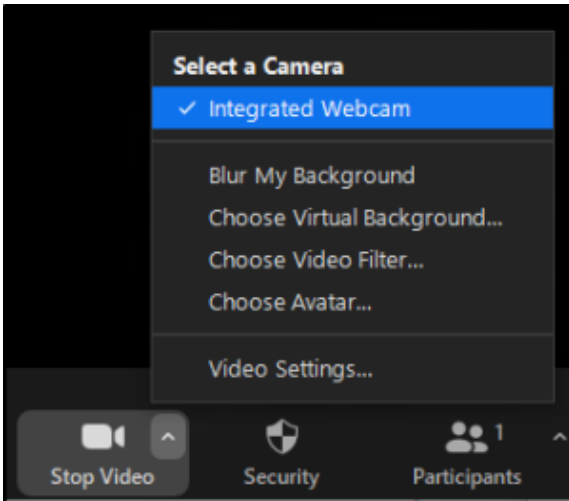
Don't forget to click the **Start Video** button to begin broadcasting your video.



If your webcam is broadcasting the button will say:



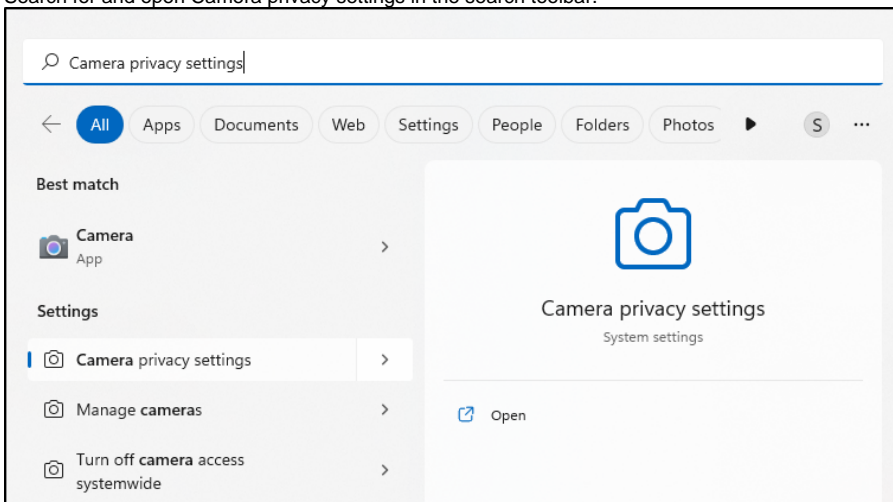
If you are using an external webcam, make sure your webcam is plugged and/or turned on or try plugging it into a different USB port. Click the up arrow to the right of **Stop Video**, and check that the correct camera is selected under **Select a Camera**.



Check your open applications and close any apps that are or may be using the webcam (Zoom may not be able to use the camera if it is being accessed by a different application.)  
Check your computer system settings to make sure that the webcam has permission to broadcast.

## PC



1. Search for and open Camera privacy settings in the search toolbar.
















2. Make sure the options for **Let apps access your camera** and **Let desktop apps access your camera** are both turned **On**.



## Privacy & security > Camera

The settings on this page do not prevent you from signing in with your camera using facial recognition (Windows Hello). Some desktop apps might not appear on this page or be affected by these settings. [Learn more](#)

 **Let apps access your camera** On  ^  
Choose which apps can access your camera

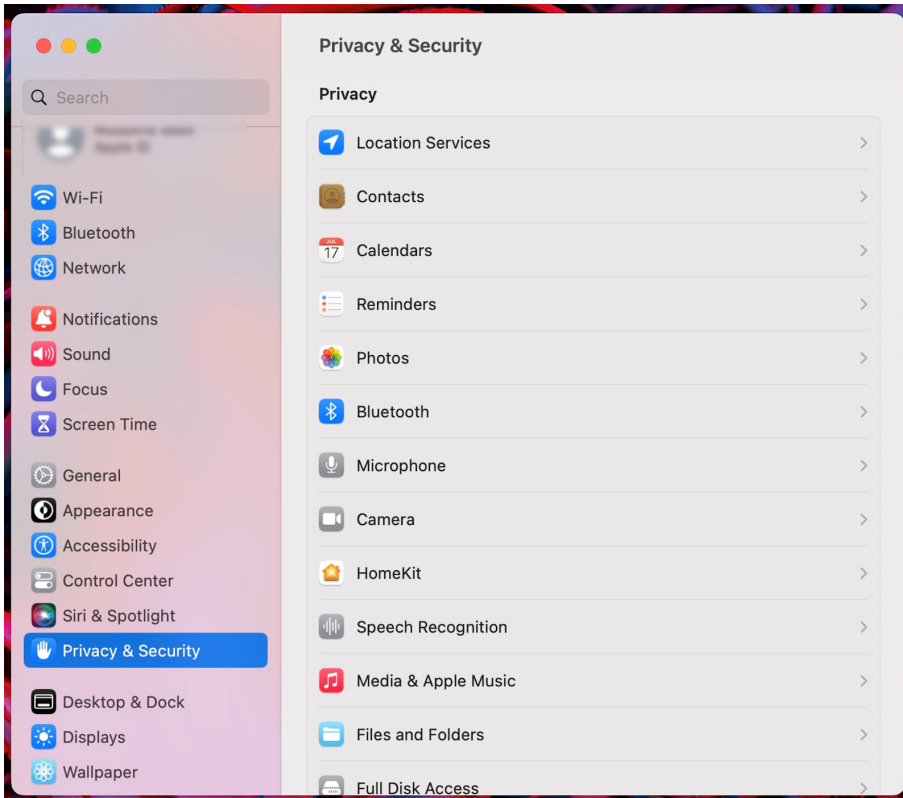
	Camera	On 
	Desktop App Web Viewer	Off 
	Feedback Hub	On 
	Microsoft Store	On 
	Xbox	On 
	Xbox Game Bar	On 

**Let desktop apps access your camera** On   
Desktop apps that have previously accessed your camera are listed here

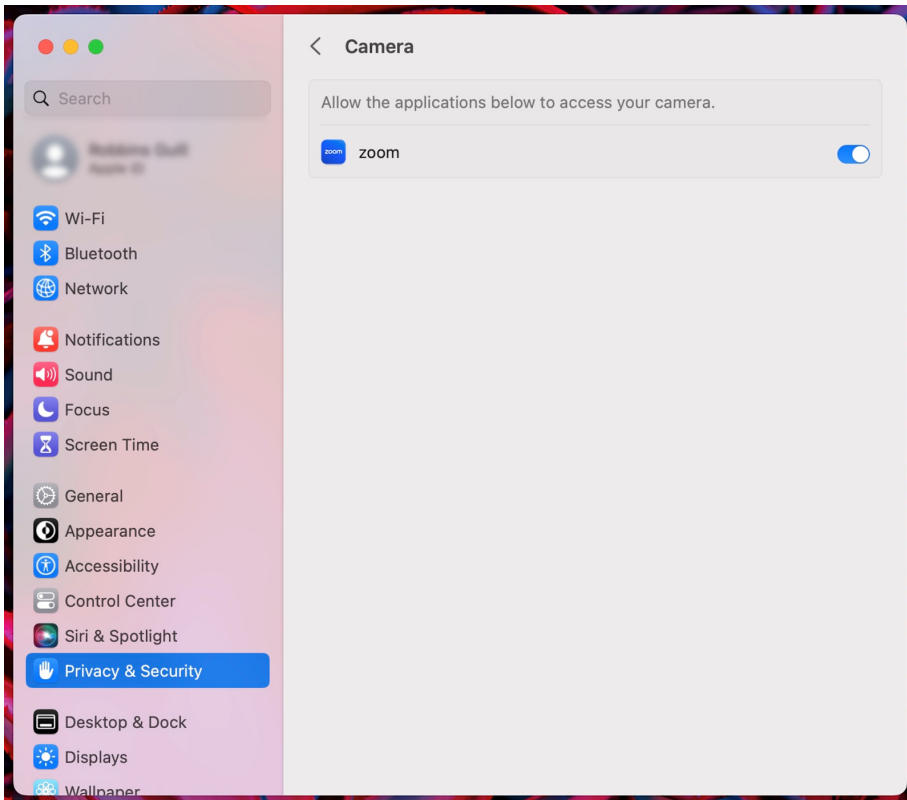
	<b>Google Chrome</b> Last accessed 5/16/2023   10:49:16 AM
	<b>Zoom Meetings</b> Last accessed 5/30/2023   2:04:30 PM

## Mac

1. Click on **System Settings** at the top left of your desktop and scroll down to **Privacy & Security**:

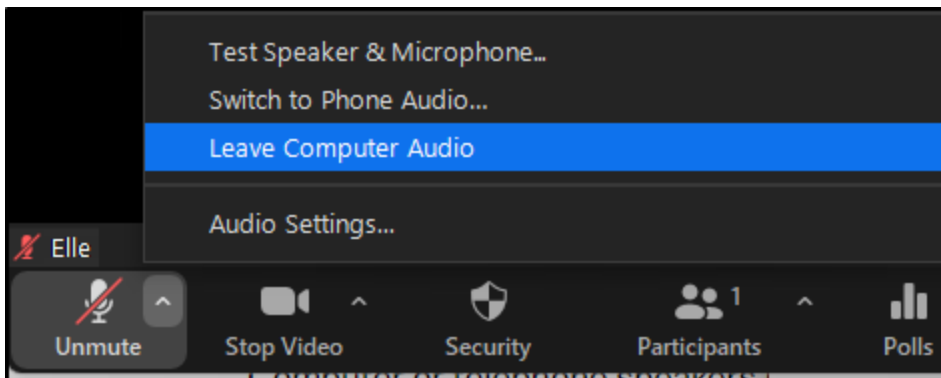


2. Click on **Camera** and/or **Microphone**. Make sure that the option to allow Zoom to access your camera (or microphone) is enabled (it should be highlighted in blue).



## Audio Feedback

Make sure the audio is limited to one active input. If the user has both the computer audio and telephone audio active at the same time it can create feedback. Have the user hang up on the telephone call or exit the computer-based audio by clicking the up arrow on the mute button, and clicking **Leave Computer Audio**.

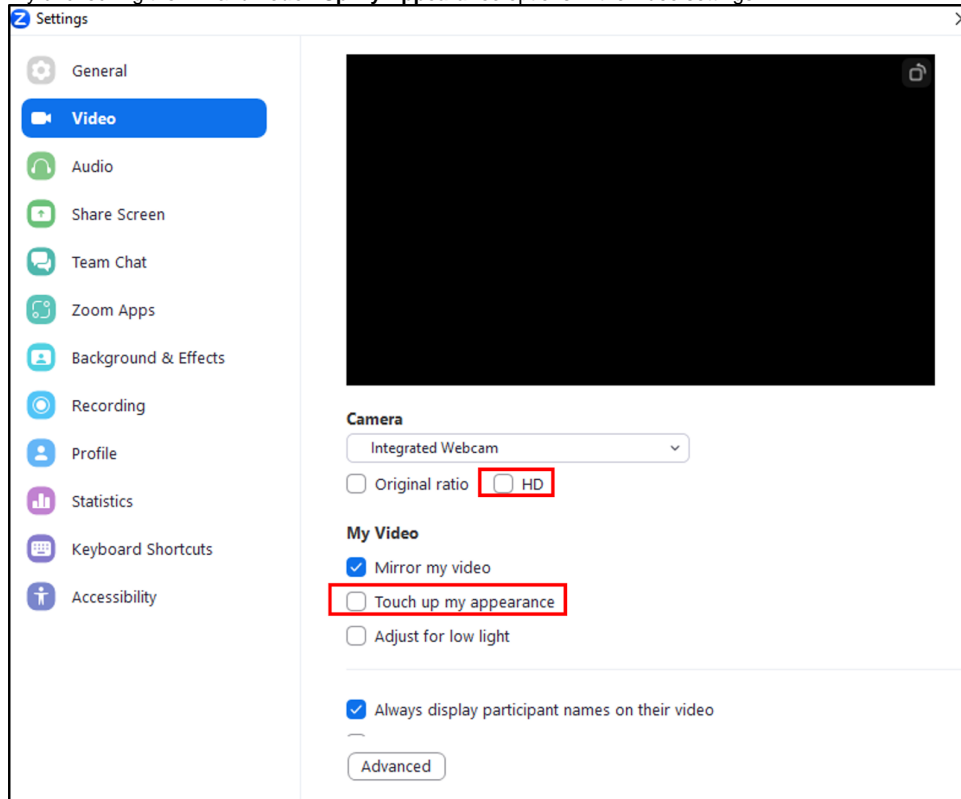


If you are using external speakers, they may be too close to each other or your microphone. Move or disable external speakers. If multiple participants are in the same room with each other, have one of them disable their audio or use headphones.

## Zoom Lagging or Freezing

Change the connection by switching to a faster WIFI network or using a wired connection.

Try unchecking the **HD** and **Touch Up My Appearance** options in the video settings.



## Screen Sharing is Slow or Not Working

Make sure the host has permitted screen sharing from participants. They will be sent a notification when you try to screen share. They must choose the **allow** option before users are permitted to share.

Make sure your connection is sufficient enough for screen sharing. Screen sharing takes up a lot of bandwidth. A 1Mbps upload speed is recommended for Zoom conferencing.

Try disabling your video before you attempt to screen share.

## Zoom is Crashing

Check the [Zoom Service Status page](#) to make sure the crash is not due to a broader service provider issue.

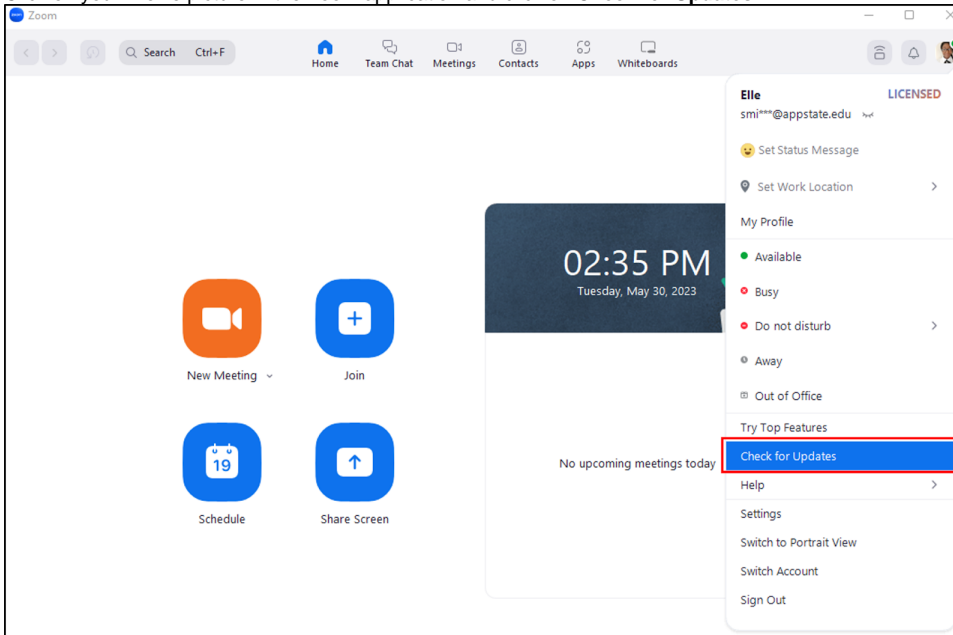
If you are using the client Zoom application, try using the web version. If you are on the web version, try using the Zoom client Application.

Make sure your audio and video are connected to the appropriate outputs and inputs and that there are no other apps open that may use audio or video like YouTube, Discord, or Spotify.

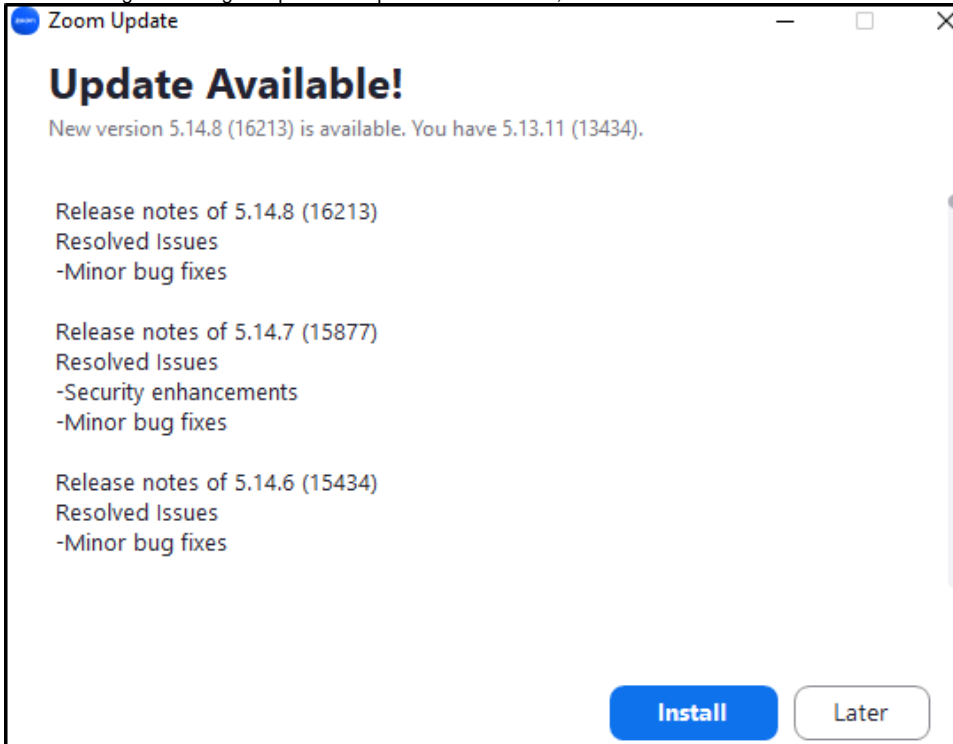
## If You are Still Having Trouble



1. Click on your Profile picture in the Zoom application and click on **Check for Updates**.

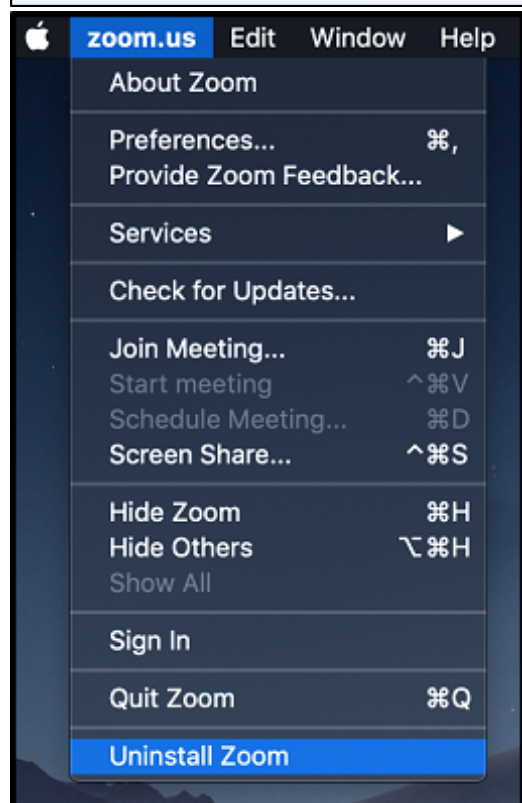
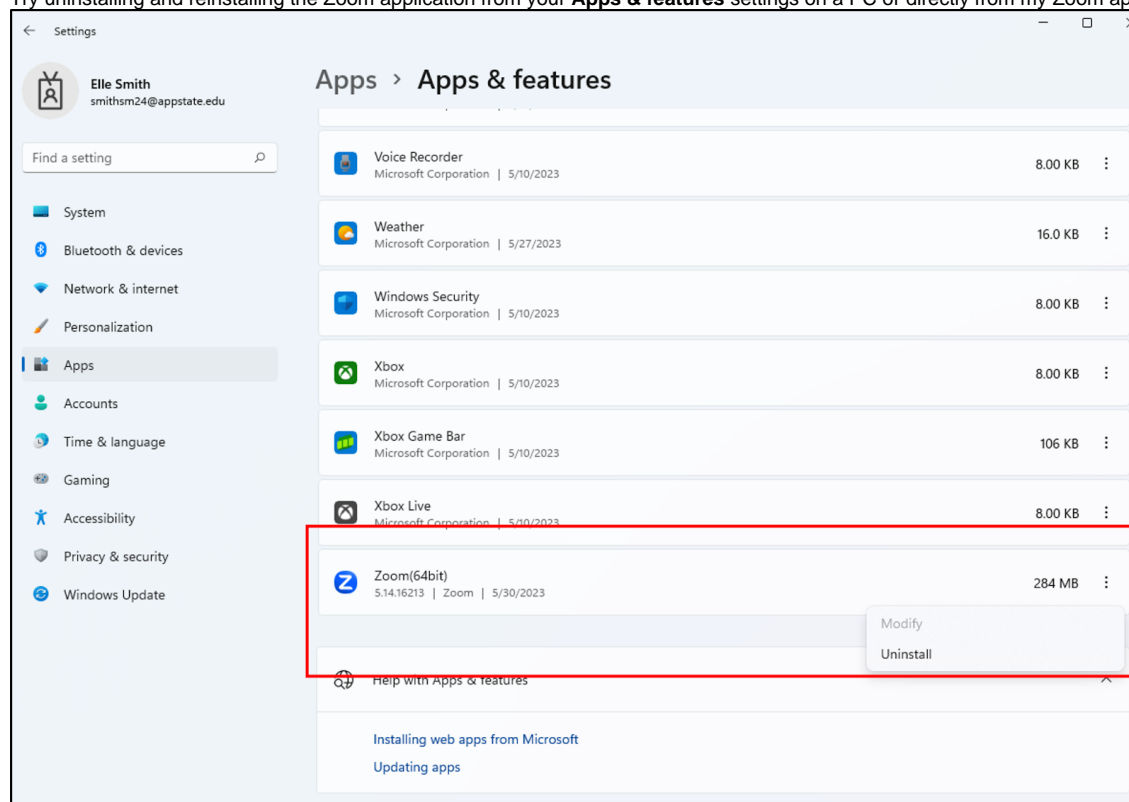


2. Zoom will begin checking for updates. If updates are available, click **Install**.



3. Once the updates are installed, Zoom will restart.

Try uninstalling and reinstalling the Zoom application from your **Apps & features** settings on a PC or directly from my Zoom application on a Mac.



## Related Articles

- [Appalachian Zoom Telehealth Portal](#)
- [DTEN Zoom Conference Rooms](#)
- [Google Calendar Appointment Slots](#)
- [How to Schedule Zoom Meetings for Other People](#)
- [Zoom](#)

- [Zoom - Student Information](#)
- [Zoom Desktop Client](#)
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- [Zoom Web Conferencing: Classes, Group Work, Collaboration](#)
- [Zoom: Add a Meeting in AsULearn](#)
- [Zoom: An Instructional Guide](#)
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