



Zoom Troubleshooting

I can't join my meeting

If you are unable to join a meeting, check these items:

- Be sure you've [installed the Zoom](#) client and that it's up to date; [see What version of Zoom am I running?](#)
- If you've received any of these messages:
 - **You are on hold:** The host has enabled a waiting room; you'll remain on hold until the host admits you into the meeting room.
 - **Please wait for the host to start this meeting:** The [Join before host](#) feature is not turned on, so you won't be able to join until the host starts the meeting.
 - **Please enter the meeting password:** The meeting host has required you to input a password to join the meeting; enter the password provided by the meeting host. Contact the meeting host if you do not have the password.

I've joined my meeting, but no one else is here

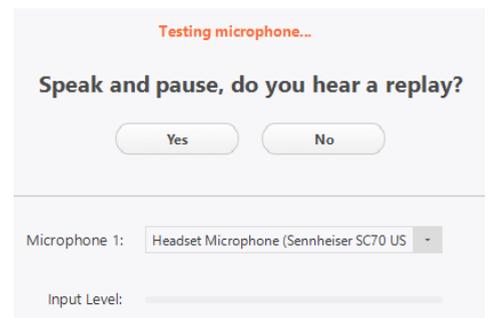
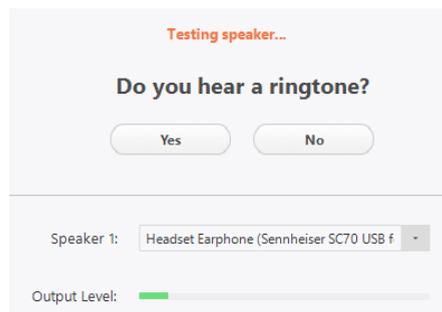
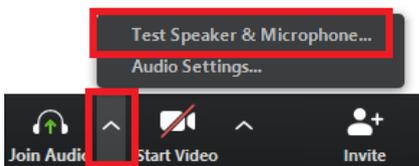
If you have joined a meeting but don't see other participants:

- Confirm with the meeting host that the meeting has started. If the meeting has started, ask for the meeting ID at the top of the host's Zoom window (for example, Zoom Meeting ID: 321-654-7890) and compare that to the meeting ID at the top of yours. If they don't match, you have joined a different meeting.

I can't hear or talk to people

If you are unable to hear or talk to people in a meeting:

- **Test your audio within Zoom:** You can use Zoom's **Test Speaker & Microphone** feature by clicking the chevron between the audio and video settings on the Zoom toolbar (See screen shot below). Zoom will walk you through a test, first by asking if you hear a ringtone to test your audio and then asking you to speak to check your microphone. [See Testing computer or device audio](#) for more information.





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- **Check your computer headphones/speakers and microphone:**
 - **Headphones/Speakers:** Go to your computer audio settings to make sure your headphones or speakers are unmuted. Once you've verified this, check to make sure your audio output works outside of Zoom. A quick and easy way to do this is to go to YouTube and play a song. If you're still not hearing anything, sometimes unplugging your headset/headphones and plugging them back in will do the trick. If you're still experiencing issues at this point, you can use your phone to dial in to the meeting using the provided phone conferencing information.
 - **Microphone:** Check your system preferences to ensure that you're using the correct microphone. If you're still experiencing issues, you can use your phone to dial in to the meeting using the provided phone conferencing information.

People can't see me

- If you have joined a meeting successfully but others can't see you, make sure your video isn't turned off by checking the **Start Video** icon  in the attendee controls at the bottom of your meeting window.
- You can also test your video within Zoom. [See Testing your video before a meeting](#) for more information.

Zoom keeps notifying me that my internet connection is unstable

What can I do to improve my Zoom experience?

- Use a wired internet connection, if available. If not, be sure to use a Wi-Fi connection over a cellular connection.
- Stop sharing your web cam when you don't need it - streaming HD video may slow down your connection
- Close any web browser windows you aren't using
- Mute your microphone when you're not speaking