



# zoom



## Troubleshooting Tips

We recommend that you **download the most recent version of Zoom**: <https://zoom.us/download> **and complete a compatibility test several days in advance** to ensure that your device's audio and video are working properly with the Zoom platform: <https://zoom.us/test>

If you are new to using Zoom, we recommend that in advance of the group you take a moment to read through the article below (with images) so that you can learn more about some of **the attendee features of Zoom**:



- MUTE/UN-MUTE yourself
- Turn your camera ON/OFF
- Change your screen name
- Accessing the CHAT window



<https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>



If you have headphones or earbuds, they can make it easier for you to hear and reduce feedback and background noise. They also add an extra level of privacy.

Choose a quiet, private place where you can speak freely and listen carefully. Try to choose a well lit space so that you can be seen clearly. Check your internet connection or phone signal ahead of time.



### **My Video/Camera Isn't Working (for all devices)**

<https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

### **Testing Computer or Device Audio (before and *during* a meeting)**

<https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

### **My Audio is Not Working on iPhone or Android Phone**

<https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>



### **Help! I am getting kicked out of Zoom during the meeting!**

Usually this means that your internet connection is weak or signal has dropped. You may need to sign back in to the Zoom meeting using your registration link and wait to be admitted back in to the group. If you have trouble signing back in to the Zoom group you may need to restart your computer, then try again.

Ideally, you want to have a hard-wired data connection.

For wifi connections, try to be as close to your wifi router as possible for a strong wifi signal.

### **The Zoom Help Centre**

**has a full library of *all* Zoom Support topics and video tutorials:** <https://support.zoom.us/hc/en-us>

Please plan to join your NNFHT Zoom Group 5-10 minutes in advance so that you are prepared and ready to join right at the start of the group class.

We use the same Zoom link to access each class, for any groups that run for multiple weeks