

TROUBLESHOOTING GUIDE:

Zoom issues

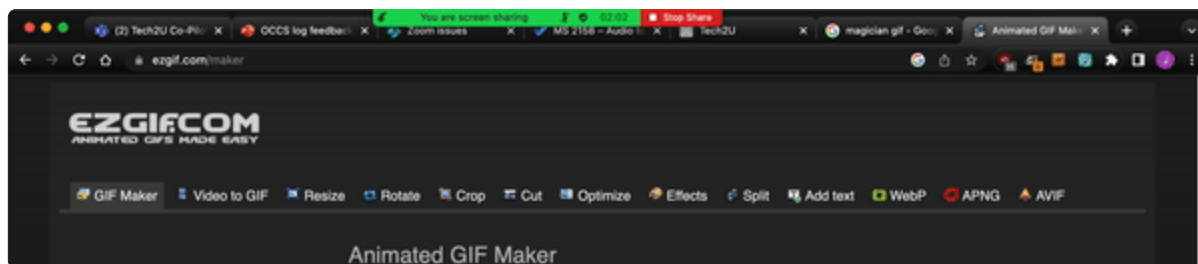
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Before trying to resolve a Zoom issue, determine what kind of device the user is using Zoom on:

- Room PC
- MacBook
- Windows laptop
- iPad/iPhone
- Android tablet/phone
- Linux laptop
- Chromebook

Are they using the desktop/mobile app, or are they accessing Zoom from a browser? All these things affect the user interface and the features available to them.

The Zoom controls are located at the bottom of the Zoom meeting window, BUT are located at the top of their screen and hidden when they're sharing their screen (only appearing when they move their cursor to the top of the screen). When troubleshooting, it's best to ask them to stop sharing their screen first.



Zoom controls are located at the top of their screen and hidden when they're sharing their screen (only appearing when they move their cursor to the top of the screen).

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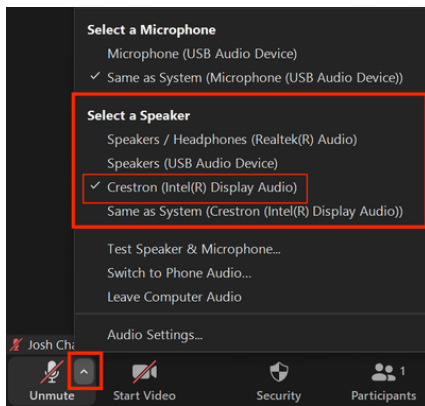
"I can't hear my Zoom participants"

Room PC

The most common reason the user can't hear their Zoom participants while using the Room PC is the correct speaker output isn't selected:

- At the bottom left of the Zoom window, find the mute button, and click the **upward-facing arrow** next to it
- Change the Speaker output to "**Crestron**", "**HDMI**", or "**NP-P401W**".
- Test audio

Room PC Change Zoom Speaker



MacBook/Windows laptop

Make sure they've sent their laptop image to the projector: only the last source sent to the projector will have its audio play through the speakers.

Have the user check where the Zoom speaker output is being sent, via the above (Room PC) steps.

If they still aren't getting audio, have the user change their laptop output to "Creston", "HDMI", or "NP-P401W".

Walkthrough for changing audio output

[macOS Ventura](#)

[macOS Monterey/Big Sur](#)

[Windows](#)

"My Zoom participants can't hear me"

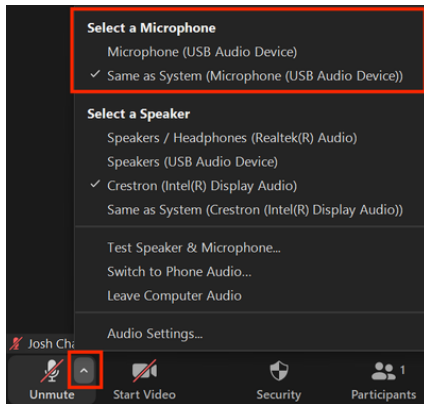
Room PC

Ensure the microphone the user wants to use is on and unmuted. [See here if the user is experiencing wireless lav issues.](#)

If the mic is unmuted and people in the classroom can hear it through the in-room speakers when the touchscreen source is unmuted:

- At the bottom left of the Zoom window, find the mute button, and click the **upward-facing arrow** next to it
- Change the Microphone input to **"USB Audio Device"** or **"Realtek Line In"**

- Test audio



MacBook/Windows laptop

If using a Rode wireless lav: Ensure the RØDE mic is on and unmuted, and the touchscreen Wireless Microphone source is unmuted. [See here if the user is experiencing RØDE mic issues.](#)

If the mic is unmuted and people in the classroom can hear it through the in-room speakers when the touchscreen source is unmuted:

- At the bottom left of the Zoom window, find the mute button, and click the **upward-facing arrow** next to it
- Change the Microphone output to the appropriate microphone
 - **RØDE GO mic:** "External Microphone"
 - **Yamaha Videoconferencing Soundbar:** "Yamaha CS-700"
 - **MacBook integrated mic:** "MacBook Microphone"
 - **Windows laptop integrated mic:**
- Test audio

"I can't see my Screen Share"

There are two possible solutions:

Solution 1: the laptop may have opened a window in extended mode (even though it was set to duplicate)

Sometimes the laptop will open a window in "extended" on the "second monitor" even if you're in "duplicate"/"mirrored view."

- Switch to extended view.
- Drag the Zoom video to the main window.
- Switch back to duplicate/mirrored view.

Walkthrough for mirroring displays

Note: do the reverse of the last step of the relevant walkthrough to get back to extended view.

[macOS Ventura](#)

[macOS Monterey](#)

[macOS Big Sur/Catalina/Mojave/High Sierra](#)

[Windows 10 Display Settings](#)

[Windows Shortcut](#)

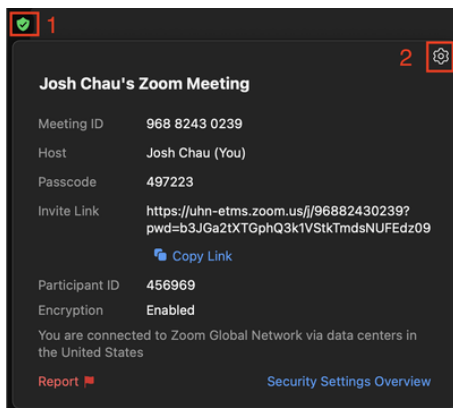
[Windows 11](#)

Solution 2: "Use dual monitors" might be selected in the Zoom app settings

The user may have "Dual monitor" selected in the Zoom app settings:

- In the top left of the Zoom meeting window, click the **green shield** meeting information icon
- In the top right of the square that popped up, click the **gear icon**
- Under "**General**", unselect "**Use dual monitors**"
- Restart the Zoom app.

Unselecting "Use dual monitors"



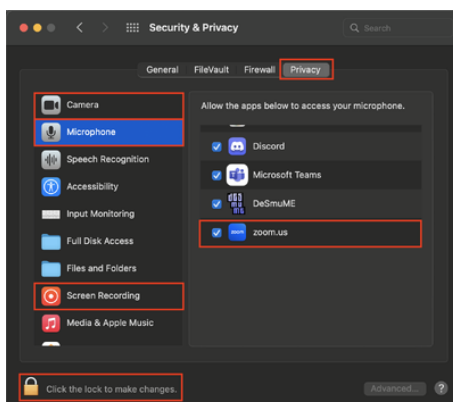
"Don't let me join my Zoom meeting"

on MacBooks. This is an issue with the Zoom app not allowing you to use the computer's microphone, camera, and screen recording (for screen sharing).

macOS Monterey

- At the top-left of your screen, click the **Apple icon**, select **System Preferences**, select **Security & Privacy**, then select **Privacy**
- Scroll down and select "**Microphone**" on the left-hand side and check "**zoom.us**" on the right-hand side
 - If the user has a password on their MacBook, they have to click the **lock icon** in the bottom left of the System Preferences window and input their password when prompted to make changes.
- Repeat the above step for "**Camera**" and "**Screen Recording**".
- Quit the Zoom app (right-click the Zoom app icon in the dock and select quit or press Command+Q) and open it again.

macOS Monterey Security Settings



"My camera shut off and won't come back on even though it's unmuted"

Microsoft Teams will override Zoom and prevent users from using their camera.

- Quit—not just close the window—both Microsoft Teams and Zoom.
 - Right-click the Zoom/Teams app icon in the dock and select quit or press Command+Q
- Re-open Zoom.

If restarting Zoom doesn't work, restart the entire device.

If all else fails, send a co-pilot



If none of the above solutions resolve any of the issues, **send a co-pilot** 🚨

Keywords: #video-conference #remote #hybrid

Zoom issues changelog

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Description of ... ▾	Date Updated: ↓ ▾	Updated by: ▾
Added "My camera shut off and won't come back on even though it's unmuted" per Mike's suggestion.	1/17/2023	 Joshua Chau
Created version JC4 of Zoom Issues and created Sharepoint page on Talkmaster KB site.	11/15/2022	 Joshua Chau

