**SOP for Zoom Audio and Video Issues**

**Purpose**

To fix audio and video problems in Zoom meetings.

**Scope**

Covers microphone, speaker, and camera issues.

**Procedure**

1. **User reports Zoom issue** via Help Desk.
2. Verify microphone and camera settings.
3. Restart Zoom application.
4. Check system audio/video drivers.
5. Escalate to vendor support if required.
6. Confirm resolution with user and close the ticket.