

Troubleshooting Tips

Try these steps if you're having difficulty establishing the call:

1. Confirm your network connection is currently available.
2. Ensure Zoom is installed on your device.
3. Review the app version and upgrade if necessary.
4. Uninstall Zoom, then download and reinstall it.

For more help troubleshooting video issues visit: <https://support.zoom.us/hc/en-us/sections/201740126-Troubleshooting-Zoom-Meetings>

Best Practices for Video Sessions

1. Confirm that any external webcam or mic is correctly attached and ensure they are selected in the device settings.
2. Try testing your video to make sure your camera is working properly:
<https://support.zoom.us/hc/en-us/articles/201362313-Testing-your-video>
3. Check to ensure the microphone is not mute (some have a hardware mute button on the device itself and the speaker volume is turned up).
4. Video conferencing technology requires a high speed and low latency network connection. Test your network speeds at [speedtest.net](https://www.speedtest.net) and aim to improve scores.
5. Reduce network activity not related to your Telehealth session or use a separate network for Telehealth workstations.
6. Try using a wired connection or move closer to your wi-fi router or base station.
7. Reduce ambient noise such as nearby speakers or fans.
8. Adjust the distance of the microphone from the mouth - if the microphone is too close it can cause audio clipping.
9. Adjust microphone levels in the computer's sound settings.
10. Ensure the computer's resources (CPU & RAM) are available to process a call.
11. Close un-needed applications and browser tabs