

# Zoom Troubleshooting Guide

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## 1. I Can't Hear Anyone

✓ Try These Steps:

- Make sure your **volume is turned up**.
  - Check if your device is **muted** (look for a volume or mute button).
  - Click or tap **"Join Audio"** (usually in the bottom left).
  - Still not working? Leave the meeting and rejoin.
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## 2. They Can't Hear Me

✓ Try These Steps:

- Look at the **microphone icon** in Zoom:
    - If it has a red line through it, **tap or click it to unmute**.
  - Speak clearly into the microphone.
  - Make sure you selected the right microphone:
    - Click the **arrow next to the mic** (computer) or **tap "Switch Microphone"** (on phones/tablets).
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## 3. My Camera Isn't Working

✓ Try These Steps:


- Make sure your **camera is on** (Click or tap the **camera icon**).
  - If there's a red line through the camera, tap it to **start video**.
  - Check that **no other apps** (like FaceTime) are using your camera.
  - Try **leaving and rejoining** the meeting.
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## 4. Zoom is Freezing or Not Working Well

✓ Try These Steps:

- Close any **other apps or programs** that are open.
  - Move closer to your **Wi-Fi router**.
  - Ask others in your home to pause streaming or downloads.
  - Leave the meeting and rejoin.
  - Restart your device if it still doesn't work.
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## 5. Everything Else Fails? Try This:

 The “Golden Fix” Steps:

1. **Leave the Zoom meeting.**
  2. **Close the Zoom app** completely.
  3. **Restart your device** (turn it off, then back on).
  4. **Rejoin the meeting.**
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### **Helpful Tip:**

It's always okay to ask the host or a friend for help. Everyone has tech trouble sometimes!