



# Need Help? Try These Zoom Troubleshooting Tips



## 1. Sit Near Your Router

Move your device closer to your router.

If it's in a cabinet, pull the router out.



## 2. Restart Your Device



Restarting your device could help resolve issues with sound or video.

## 3. Clear Chrome Cache

How to [clear your Chrome browser cookies and cache](#).



## 4. Turn off Streaming



If you experience difficulties with your connection, audio, or video, turn off streaming services like Netflix or Hulu.

## 5. WiFi Issues

Check out these [Home WiFi Troubleshooting Tips](#).

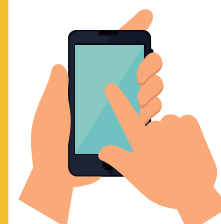


## 6. Chromebook Audio

If you are using a Chromebook and experience audio issues, please view these [Chromebook Audio Troubleshooting Tips](#).



## 7. Try Other Devices



If you are stuck and have another device to use, try using that device for your Zoom session.

## 8. Report Issues

If issues continue to persist, please look for this icon on the Classlink Launchpad so you can open a ticket for help.

