



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.

