INDIANA UNIVERSITY INDIANAPOLIS
ECHO CENTER
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Zoom Troubleshooting Guide for ECHO Participants

Welcome! To help you have a smooth experience during the ECHO session, here are tips and quick fixes for common Zoom issues.

Before the Session

- **Join Early**: Log in 5–10 minutes before the session to allow time for troubleshooting.
- **Test Audio/Video**: Visit zoom.us/test to check your microphone, speakers, and camera.
- **Update Zoom**: Make sure you're using the latest version of Zoom. Go to your Zoom app > click your profile > Check for Updates.
- **Stable Internet**: For best performance, use a wired connection or sit close to your Wi-Fi router.

Common In-Session Issues & Quick Fixes

Issue	How to Fix It
Can't hear others / No sound	- Click the up arrow next to the mic icon → Check your speaker settings.
Others can't hear you	- Make sure you're not muted. - Select the correct mic in Zoom audio settings.
Echo or feedback	- Mute yourself when not speaking. - Use headphones if possible.
Camera not working	- Click the up arrow next to the video icon → Select the correct camera.
Screen appears frozen or blurry	- Turn off video temporarily to improve audio. - Rejoin the meeting if needed.
Can't see the slides or shared screen	- Click "View Options" at the top and choose "Fit to Window" or "Side-by-side Mode."
Disconnected unexpectedly	- Rejoin using the same Zoom link. - Check your internet connection.

Helpful Tips

- **Use Your Full Name**: Use the rename setting on Zoom to display your full name so the facilitator can identify you for attendance purposes.
- **Mute When Not Speaking**: This reduces the likelihood of background noise causing a distraction during the session and keeps it running smoothly.
- **Use the Chat for Questions**: If you're having tech issues or need to ask a question without speaking.

Need Help?

If you're experiencing technical issues during the session, send a message in the Zoom chat to anyone on the ECHO team or email the Program Manager for help.

We're here to make sure you have a great experience!