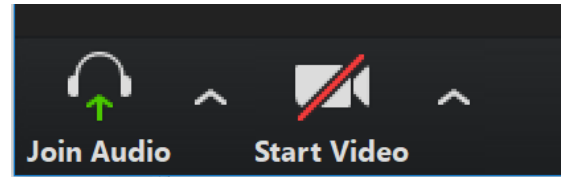# Zoom troubleshooting tips

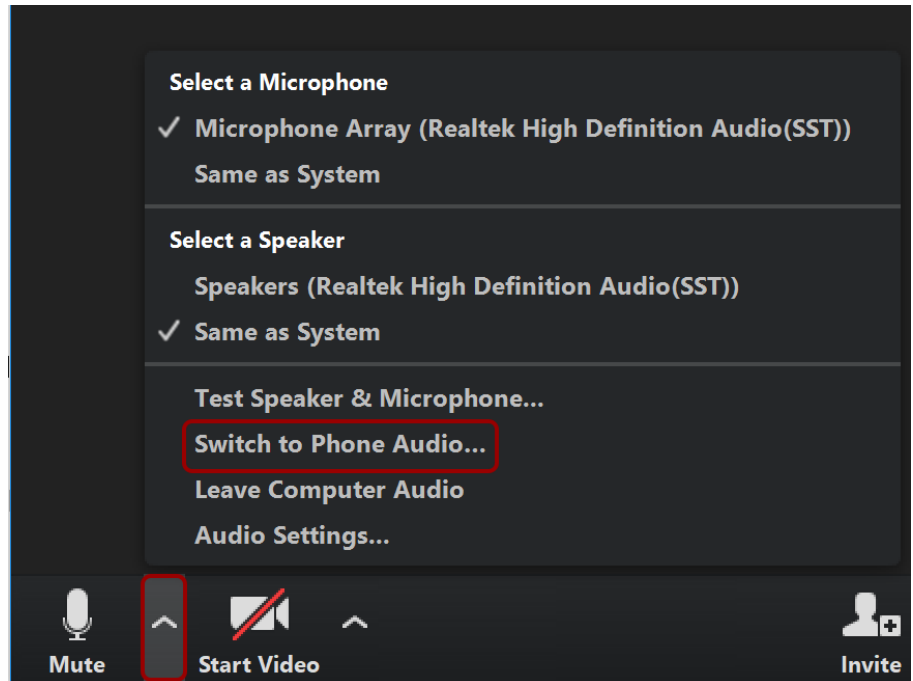## Image seems to freeze during meeting:

If your connection is not stable, try using Zoom without your video on. You can mute your video by clicking the camera icon.
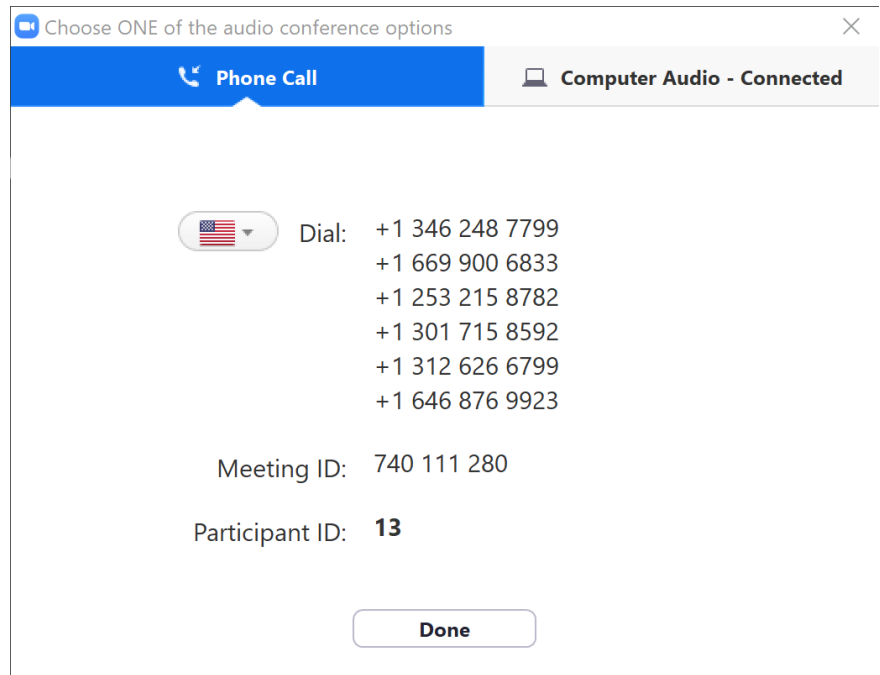

Poor audio quality in a meeting:

Click on the arrow next to your microphone or headset icon.

1. Choose "Switch to Phone Audio"

2. Dial **any** of the phone numbers listed in the new screen and type in your meeting ID when prompted by your phone.

3. Use the Participant ID from the screen if prompted.
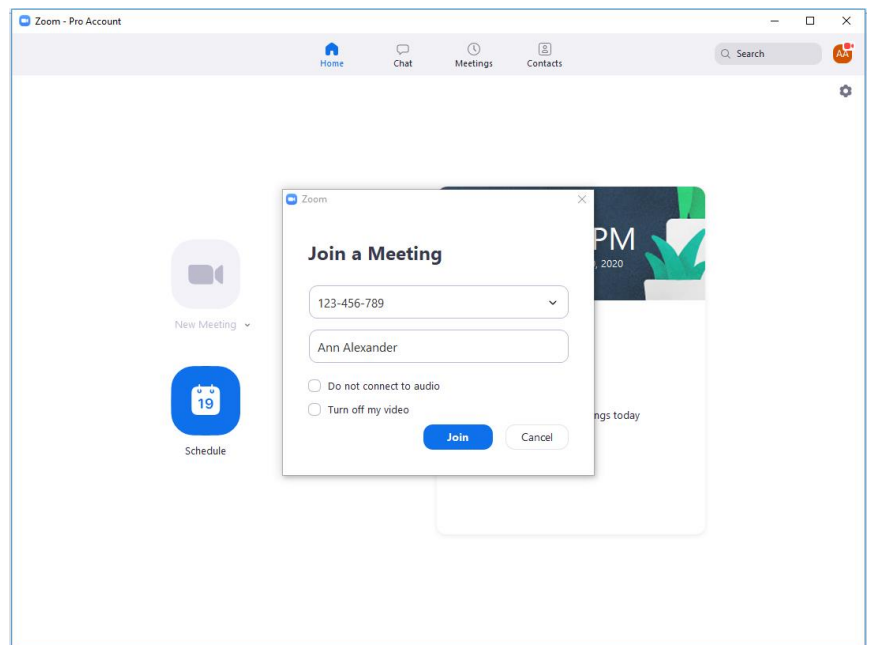
Zoom not connecting after link is clicked:

If Zoom is having issues when trying to get to https://unmc.zoom.us/, try the following:

1. Use the Zoom client which is located in your Windows menu by scrolling to Zoom, clicking to expand the item and then clicking **Start Zoom.**

(If the Zoom client is not on your computer, you can find the download at **https://unmc.zoom.us/download**. Choose **Zoom Client for Meetings** at the top of the list.)
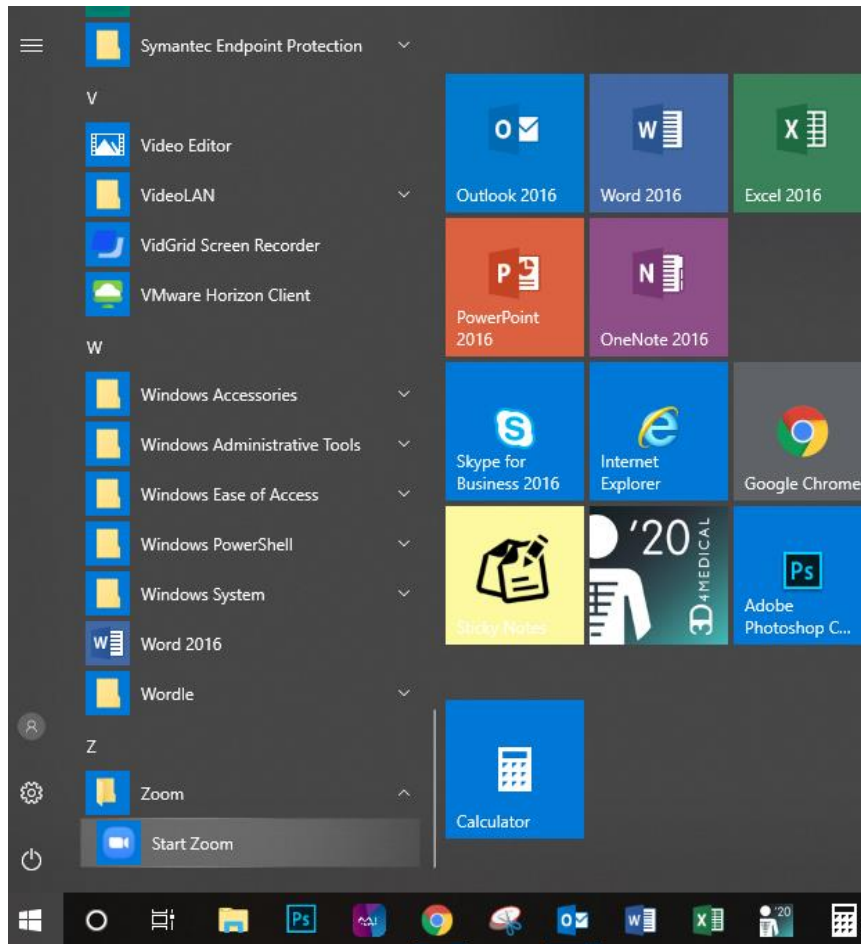
2. After getting to the client, you can click Join and type in the meeting number and click the blue button labeled "Join". The numbers show up in the Zoom link that is posted to Canvas (highlighted in yellow): https://unmc.zoom.us/j/123456789

Additional Zoom resources can be found at: https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

UNMC | COLLEGE OF DENTISTRY