

zoom Troubleshooting tips

Before you start using Zoom

1. **Make sure you have the bandwidth to run Zoom.** [Check your internet speed](#), and then [check Zoom's system requirements](#).
2. **Test your Zoom connection.** Visit zoom.us/test to check you can successfully join a meeting.
3. **If you don't have the bandwidth, join by phone.** Use access numbers provided with meeting invitation to dial into Zoom from a mobile or landline phone.

What to do if you're having problems with Zoom

If Zoom is not working as it should, try the following quick fixes to get back up and running:

1. **Wait 90 seconds.** Zoom will automatically try to reconnect you.
2. **Move closer to your wi-fi router.** Getting closer to your router can improve signal strength. See more tips for improving your network performance at huit.harvard.edu/remote-online
3. **Turn off video.** Video uses more bandwidth than audio only. If you don't need it, switch it off.
4. **Sign out and sign back in again.** Leave the meeting and join it again. If you're the host, end the meeting and start it again.
5. **Join by phone.** You can dial into Zoom (audio only) from a mobile or landline phone using access numbers provided in meeting invitation.

Remember, even though you're working remotely, you're not alone.

If you need help, contact the HUIT Service Desk, your local IT Help desk, or visit the IT Help Portal.

HUIT Service Desk
617.495.7777

Monday - Friday: 7:30 a.m. - 6 p.m.
Saturday: 12 p.m. - 4 p.m.
Sunday: 12 p.m. - 4 p.m.

Tools and resources for remote work
huit.harvard.edu/remote

Local IT Help Desks
harvard.service-now.com/harvard-it-services

IT Help Portal
huit.harvard.edu/ithelp



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