

Zoom Technical Troubleshooting



For your experience to be as smooth as possible, we've included our tips for optimisation below. We've also included a checklist to help you troubleshoot and get connected.

We recommend 15Mb/s upload and download for optimal results. Check with your service provider for more information.

We recommend suspending downloads, file sharing and other video and streaming services when using Zoom.

To share your audio and video streams, we strongly recommend using Google Chrome on a desktop device.

We recommend checking your firewall settings for network configuration within larger companies.

Checklist

1. Refresh your browser
2. Use Google Chrome on a desktop
3. Make sure there is no other tab, window or device connected to Zoom.
4. If you see a loading circle (throbber) but Zoom doesn't load, check your network (firewall):
 - a. Turn off your firewall or use a different network, if available
 - b. Use your mobile's 4G network or connect via mobile

If you've taken the above steps and require further assistance, please contact clientlearning@vmia.vic.gov.au or search for your specific enquiry in the [Zoom Help Centre](#).

VMIA is the Victorian Government's insurer and risk adviser

Level 10 South,
161 Collins Street
Melbourne VIC 3000

P (03) 9270 6900
F (03) 9270 6949
contact@vmia.vic.gov.au

vmia.vic.gov.au
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D20/44629