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.

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

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

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.