

# "ZOOM" PROBLEMS & FIXES

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# SUMMARY

"Zoom" is the best online conferencing system that has ever been developed.

Like all items in this genera, there are problems so here is a list of Zoom "gotchas" and their fixes.

# PREFACE

- The problems in "Zoom" arise from it's complexity and the complexity in the "Windows..", "MacOS", ..Linux, and cell phone operating systems where "Zoom" runs inside of

# PROBLEM 1:

- Host or co-host or presenter hears his or own computer sound when sharing a video but all other attendees do not hear the computer sound of the person doing the sharing.

## PROBLEM 2:

- Sound from an attendees' mic or shared computer audio is muffled or too low due to Windows "Sound Mixer" defaulting to too slow a value for one or more of listening attendee's "Zoom" or "Zoom Meeting" sliders in the listening attendee's "Volume Mixer" in a "Windows.." computer

# PROBLEM 3:

- Host that inadvertently sets up the meeting up so that attendees cannot unmute themselves in the following situations:
- Situation 1: After muting themselves, attendee cannot unmute to speak again  
OR  
Situation 2: After the host or co-host mutes all or a specific attendee, the attendee is unable to unmute his or herself.

# PROBLEM 4:

- Presenter does not know that his microphone is too soft but others are unable to tell the presenter (often because they cannot interrupt the presenter because of "PROBLEM 3").



## PROBLEM 5:

- On a slow Internet connection, host or co-host or regular attendee does not realize that he or she has no or intermittent audio or video since the Zoom system does not notify the person speaking that that person is sending out intermittent audio or video.

# PROBLEM 6:

- Host does not make attendee into a co-host and is too busy presenting to let people in from the "Waiting Room" and the co-host does not know that it is hers/his job to let folks in from the "Waiting Room"

# PROBLEM 7:

- Host does not make attendee into a co-host and is too busy presenting to view "Chat" comments that others are typing into their "Chat" box

# PROBLEM 8:

- Host has attendee list on his or hers screen so that the pop-up notification for people in waiting room is not seen on his or hers screen

# PROBLEM 9:

- Host and co-hosts do not get a notification when someone sends out a text message because that is the way Zoom "Meeting Client" or "Zoom Cloud Meeting" works so they do not find out about the above problems.

# PROBLEM 10:

- Using too slow or unstable an Internet connection such as a very slow or unstable Wi-Fi connection at a meeting room or a very slow or unstable 2G or 3G tethered cell phone Internet connection