

Zoom Technical Tips

- Download the Zoom application for the best video conferencing experience
- Test your video and audio by joining an automated [IH Test Meeting](#)
- Use a wired internet connection or reliable secure Wi-Fi if you want to avoid potential data charges from your service provider (public Wi-Fi is **not** recommended)
- Make sure your device is charged

Accessing Zoom

The Zoom application can be downloaded to your device or you can access a Zoom meeting from your browser. Patients and Clients are **not** required to sign up for a Zoom account. Open the Virtual Visit invitation (email) from your health care provider and click the link provided to open a Zoom meeting.

Zoom Requirements & Downloads

Internet Browser

Zoom Web Client Prerequisites:

- Internet Explorer 10 or higher
- Safari 10.0.602.1.50 or higher
- Google Chrome 53.0.2785 or higher
- Microsoft Edge 38.14393.0.0 or higher
- Firefox 49.0 or higher

[Launching Zoom from a web browser](#)

PC, Mac, and Linux

[System Requirements for PC, Mac, and Linux](#)

Download: [Zoom Meeting Client for Windows and Macs](#)

[Getting Started on Windows and Mac](#)

iPhone/iPad

[System Requirements for iOS, iPadOS, and Android](#)

Download: [Zoom iPhone/iPad Mobile App](#)

[Getting Started with iOS](#)

Android

[System Requirements for iOS, iPadOS, and Android](#)

Download: [Zoom Android Mobile App](#)

[Getting Started with Android](#)

For Zoom Support:

1-855-870-4755, Option 3

Zoom@interiorhealth.ca

Virtual Care Services: For Patients and Clients

Chromebook

Download: [Zoom Chrome App](#)

[Getting Started on Chrome OS](#)

Zoom Support

The Zoom support site has a library of [Zoom Video Tutorials](#).

- [Joining & Configuring Audio & Video](#)
- [Joining a Meeting](#)

Troubleshooting

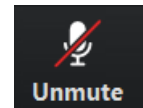
[Testing Audio and Video](#)

Sound and Video Issues

- Check to make sure that you clicked **Join with Computer Audio**
- Check that your microphone is not muted
- Check if the correct microphone and speaker is being used, click the ^ arrow beside the **Mute** button
- Check that your speaker volume is turned up high enough
- Check if the correct camera is being used, click ^ beside the **Video** button
- Check that your browser or the Zoom application is up-to-date

[Audio is Not Working on iOS and Android](#)

[My Video/Camera Isn't Working](#)



Mute Button

Audio and Video Permissions

Check your device camera and microphone permissions:

[Windows](#)

[Mac](#)

[Android](#)

[iPhone/iPad](#)

Connection is Slow or Disrupted

- Leave the video call, then open your Virtual Visit invitation and click the link to join the meeting again
- If your Wi-Fi is slow, consider switching to a wired connection if possible
- Close any unnecessary programs

Joining by Browser (Zoom Web Client)

- If Chrome is not your default internet browser, copy and paste the link into the Chrome address bar

[Issues with the Zoom Launcher Plug-In](#)