



Main Office:
PO Box 301252
Houston, TX 77230-1252

(281) 412-7766 Phone
(281) 412-7761 Fax
www.ThinkReliability.com

Zoom Self-Test Guide

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First Time Accessing Zoom

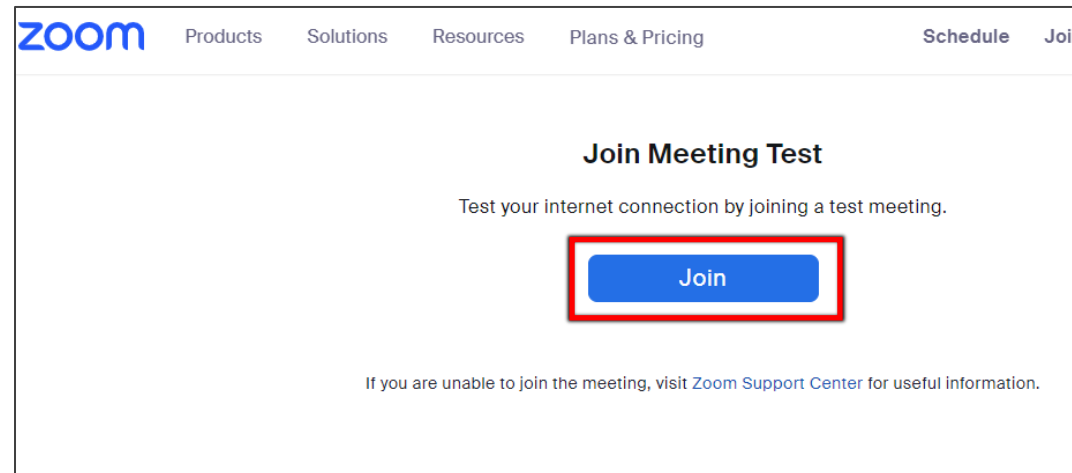
You can join Zoom from a desktop, laptop, or mobile device. Due to the computer resources that internet video requires, we recommend that you connect from a desktop connected to a wired network, use the desktop client application for the most stable experience, and use the Google Chrome browser, if possible, for any ThinkReliability workshops.

Follow the steps below to complete a self-test of your connection on the desktop. Occasionally, there are interface changes with product updates. If these instructions do not match exactly what you see, you can always check the latest information on the [Zoom site](#).

1. Go to <https://zoom.us/test>.
2. Click the **Join** button.

Continue to the next page.

See the Zoom [support site](#) for additional details.



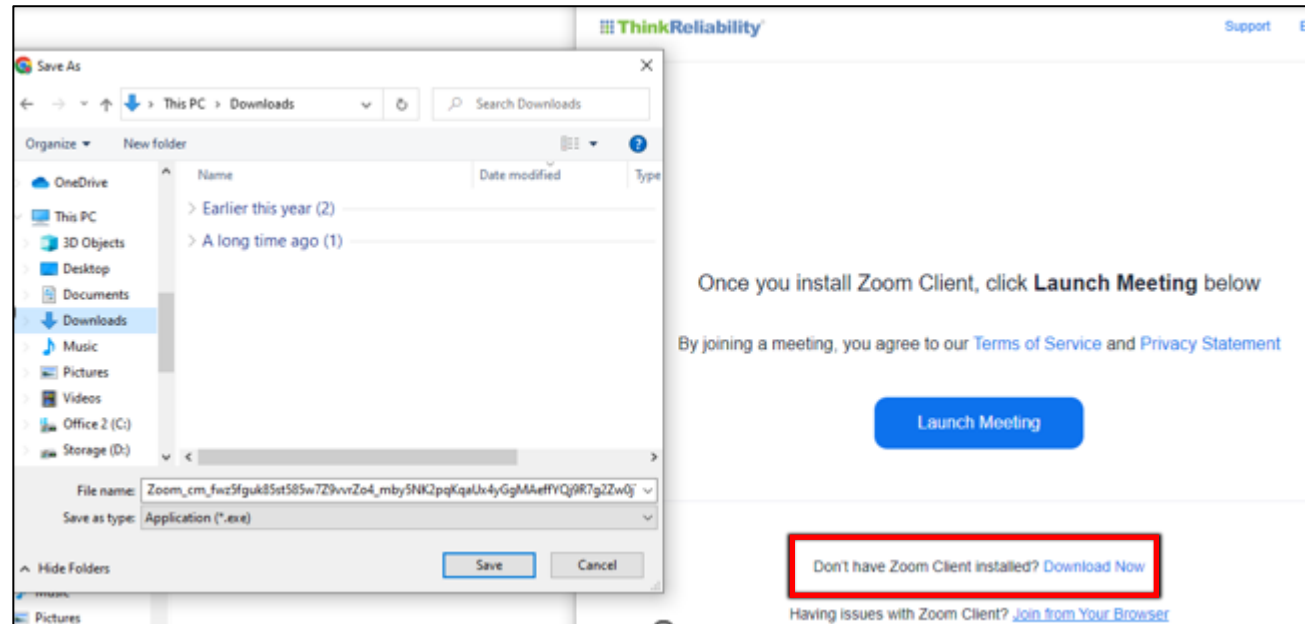
Download and Install the Desktop Client

If you have issues downloading or installing the client or elect not to use it, skip to [Unable to Download, Install, or Start the Desktop Client](#)

- Depending on your system and settings, Zoom may automatically start the install file download (Windows download example graphic).
- Locate where you downloaded the file and install Zoom.
- If a download does not start, click the **Download Now** link below the Launch Meeting button.

Continue to the next page.

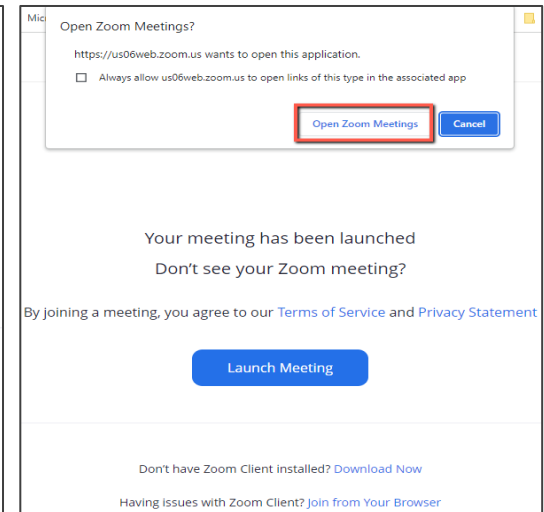
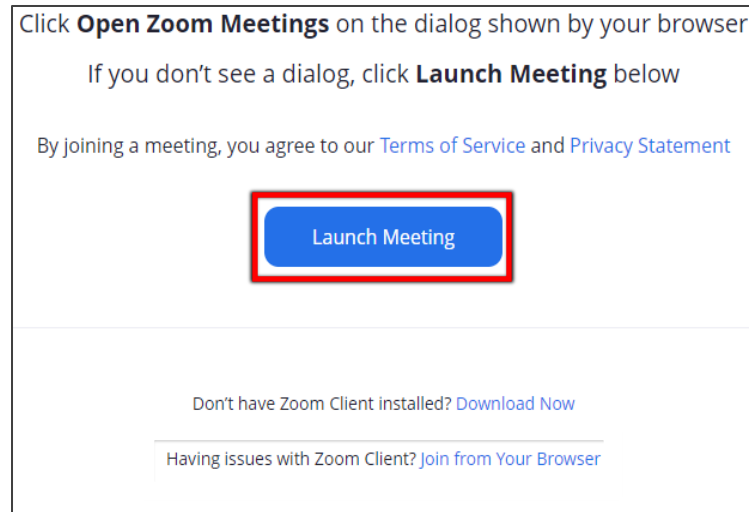
See the Zoom [support site](#) for additional details.



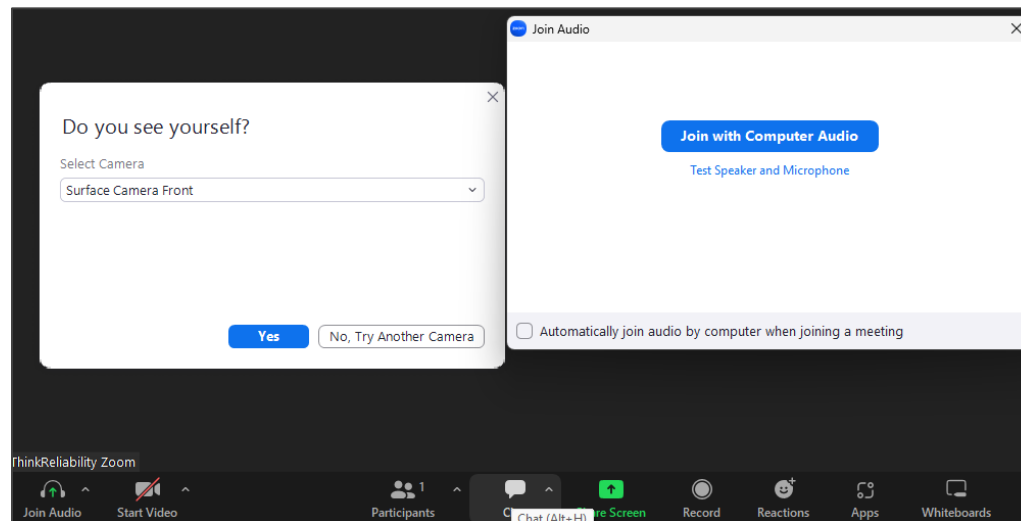
System Requirements

- Desktop:** macOS X with macOS X (10.10) or later; **Windows 11** (Note: Windows 11 is supported on version 5.9.0 or higher); **Windows 10** (Note: Devices running Windows 10 must run Windows 10 Home, Pro, or Enterprise); Windows 8 or 8.1; Windows 7; **Linux** (various)
- Mobile:** [iOS and Android devices](#); Blackberry devices; [Surface PRO 2 or higher, running Windows 8.1 or higher](#)
- Notes:** Tablet PCs running Windows 10 must run Windows 10 Home, Pro, or Enterprise. Tablet PCs only support the desktop client.

- The Zoom test session may automatically open in the application after installation.
- If the test session does not automatically open, click the **Launch Meeting** button. A dialog to open Zoom Meetings should pop up in the browser.
- Click the **Open Zoom Meeting** option in the dialog.



- Follow the onscreen instructions to test your audio and video settings. Your screen may look somewhat different than the one depicted.



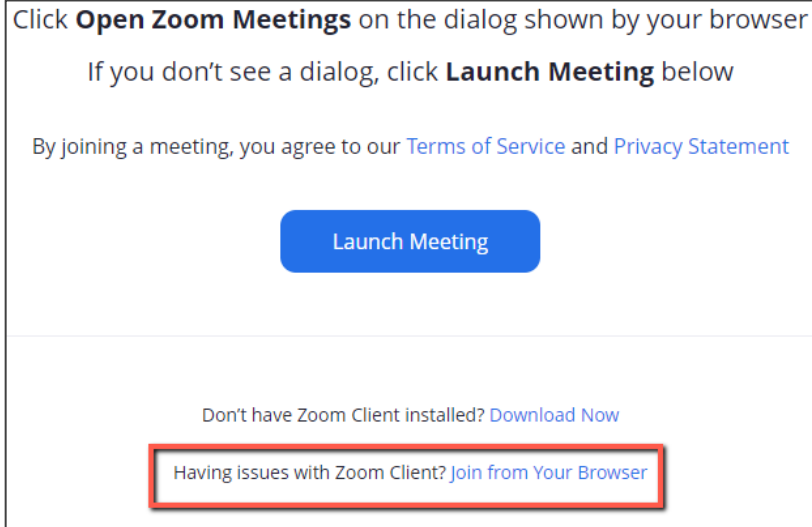
Unable to Download, Install, or Start the Desktop Client

Join From Your Browser

A highly secure network or other issues may block the download, installation, or start of the application. Cancel any dialogs that are asking to open or download the application and join only in the browser.

10. Click the **Launch Meeting** button. A link to **Join from Your Browser** should appear below it. If the link does not appear, please see the note below. Continue to step 2 on the next page.

Note: You may need to cancel any browser dialog asking to download or open the application before the link appears. You may need to click the Launch Meeting button again after canceling the dialog.



Click **Open Zoom Meetings** on the dialog shown by your browser
If you don't see a dialog, click **Launch Meeting** below

By joining a meeting, you agree to our [Terms of Service](#) and [Privacy Statement](#)

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

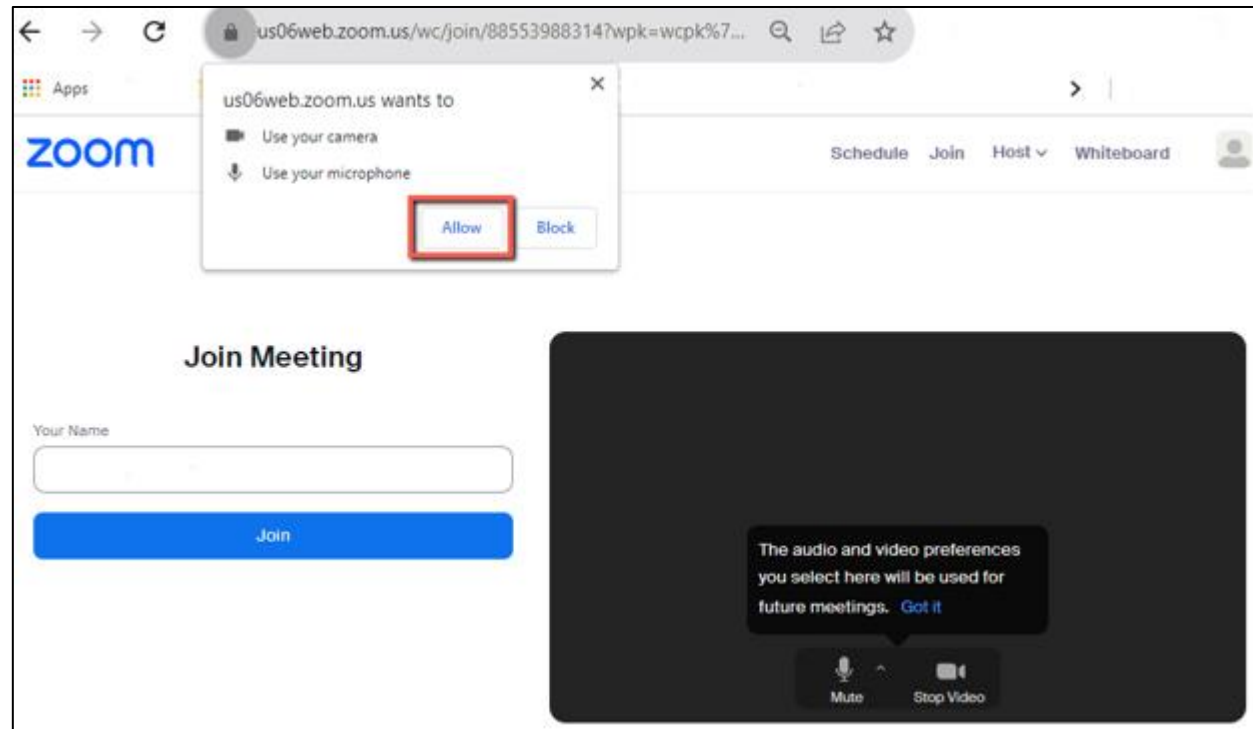
Supported Browsers

Windows: Edge 12+, Firefox 27+, Chrome 30+

macOS: Safari 7+, Firefox 27+, Chrome 30+

Linux: Firefox 27+, Chrome 30+

11. On the Join Meeting page, be sure to **allow your camera and microphone**. Google Chrome is depicted. Other browsers may be similar.
12. Enter your name and click the **Join** button.



Unable to Join With the Desktop Client or in the Browser

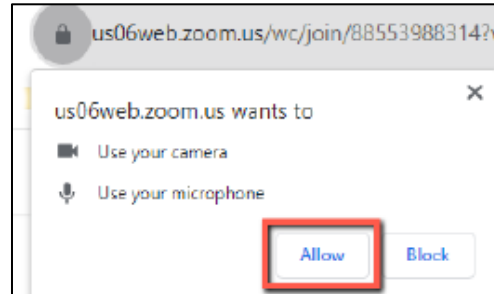
If you have tried both desktop and browser and you cannot connect or receive notices that access is forbidden, it is most likely that IT security is blocking access. We suggest two options to resolve this:

1. Use a personal device (desktop, laptop, tablet, smartphone) that is not connected to the company network.
2. Ask your IT department to help.

Audio Issues (Speakers and Microphone)

Common issues include volume set too low on the audio device, microphone is muted, incorrect device selected, and permissions restricted if joined in a browser. If you **joined in the browser**, start at step 1. If you **joined via the desktop client**, skip to step 2.

1. If you joined in the browser and not the desktop client, check and **allow permissions** for your camera and microphone. Near the address bar, click the **lock icon** or similar image depending on browser. Note: Each browser may be a little different.



Google Chrome Example

2. Click the **chevron (up arrow)** next to the microphone icon. Start with option two **2** and **test your speakers and microphone**, switching them until one works. You may also change selections under option one **1** if you prefer.

Note: In a **live/moderated session**, you will have the option to **join by phone** if your computer audio is not working.

