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Zoom and Google Meet: the basics and common fixes

Zoom and Google Meet both let you join video calls from a link. They work in a similar way, and most problems come down to permissions, the wrong device selected or a weak connection.

Screens change often, so use the nearest wording if yours differs.

Joining a call

1. Click the link in your invitation.
2. For Zoom, choose to open the app or **Join from your browser**. For Meet, the call opens in your browser.
3. Allow the camera and microphone when asked.
4. Enter your name if prompted and click **Join** or **Ask to join**.
5. Wait if you are held in a waiting room until the host lets you in.

Useful buttons

- The microphone and camera buttons switch you on and off.
- **Chat** lets you type to everyone.
- The share button lets you show your screen.
- **Leave** or the red phone icon ends your part of the call.

Common fixes

- **They cannot hear you:** Click the microphone to unmute, then use the small arrow beside it (or the settings option) to choose the correct microphone.
- **You cannot hear them:** Check your volume and the speaker choice in settings. Try headphones.
- **Camera is black:** Close other apps that might be using it, and check your browser or system privacy settings allow it.
- **Frozen or choppy:** Turn your video off, move closer to the router, or close other apps that use the internet.
- **Echo:** Use headphones, and ask others to mute when not speaking.

Staying safe

- Only join calls from people you know.
- Do not post meeting links publicly.
- Be wary of anyone who asks for payment or personal details during a call.
- Download Zoom only from its official website or your device's app store.

If a call will not start

Update the app, restart your device, or try a different browser.

When to get more help

Contact us if your device does not show up in the settings, if you host calls and want advice on waiting rooms and passcodes, or if the same problem keeps returning.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.