

EAA 2026 Troubleshooting Guide

Audio Issues

- **Problem:** No sound or microphone not working
Solutions:
 - Check if the microphone is muted in Zoom (mic icon in bottom-left). Click to unmute or ask session volunteer for assistance.
 - Make sure the correct microphone is selected: Zoom > Settings > Audio > Select correct mic from dropdown.
 - Check the device's system settings (Windows/Mac sound input settings).
 - If using Zoom via web browser, check the privacy settings of your browser to allow Zoom access to the microphone.
 - If using external mic or headphones, try disconnecting and reconnecting it.
 - Restart Zoom or thr computer.
 - Try connecting through a different device (e.g. tablet, phone) where the mic is working.
- **Problem:** Echo or feedback during the meeting
- **Solutions:**
 - Ensure only one device in the same room has its microphone and speakers enabled — mute the mic and turn off the volume on all others.
 - If anyone nearby is also in the same Zoom meeting, ask them to mute their mic.
 - Check Zoom audio settings to ensure “Suppress background noise” is set to Auto or High.

Video Issues


- **Problem:** Camera not working or no video displayed
Solutions:
 - Check if camera is not disabled in Zoom (click on the video icon bottom-left to enable video).
 - Confirm the correct camera is selected: Zoom > Settings > Video > Select camera.
 - Close other apps that might be using the camera (e.g., Skype, Teams). Then disable and enable the camera again in Zoom.
 - Check the device's system settings (Windows/Mac camera settings).
 - If using Zoom via web browser, check the privacy settings of your browser to allow Zoom access to the camera.
 - Restart Zoom or computer.
 - Try connecting through a different device (e.g. tablet, phone) where the camera is working.

Screen Sharing Issues

- **Screen sharing step by step:**
 1. Open the file or window you wish to share.
 2. In Zoom, click on the “Share Screen” button at the bottom of the screen.

3. A window will pop up showing your entire screen (everything on your desktop) and specific windows (like a PowerPoint, Word document, or browser tab).
 4. Click the window you want to share.
 5. Press the blue "Share" button at the bottom of the window.
 6. Everyone should now see what you are sharing.
 7. Stop sharing when you are done.
- **Problem:** Unable to share screen or screen share not visible to participants
 - **Solutions:**
 - Try sharing a different window or the entire desktop.
 - Make sure no-one else in the Zoom room is sharing their screen at the same time as you¹.
 - Make sure you have been assigned the co-host role by the session volunteer (for online presenters).
 - Close any sensitive apps that might block sharing (e.g., DRM-protected² content).
 - Restart Zoom if problem continues.

PowerPoint Issues

- **Problem:** Presentation is not displayed in full screen mode when screen sharing.
- **Solution:**
 - In PowerPoint, choose the "Slide Show" mode in the right-hand bottom corner ( icon).
 - "Slide Show" mode fills the screen so your audience sees the slides cleanly without the editing panels, notes, etc.

Connection Issues

- **Problem:** Lag, breaking sound, freezing video.
- **Solutions:**
 - Check internet speed and switch to a different connection if possible (wired connection is generally the best option).
 - Close unnecessary programs or browser tabs to free up bandwidth.
 - Turn off HD video in Zoom settings to reduce bandwidth usage.
 - Turn off your camera in Zoom if bandwidth is limited.
 - Restart your router or modem if connection remains unstable.

Speaker is Unable to Connect and Present

- **Problem:** Speaker/presenter is having serious technical difficulties and is unable to join the Zoom meeting.
- **Solution:**

¹ Only one participant at a time can share their screen.

² Digital Rights Management-protected content. It means digital media—like videos, music, or documents—that have special protections to prevent unauthorized copying, sharing, or recording. For example, if you try to screen share a movie or video that's DRM-protected (like something from Netflix, Amazon Prime, or some educational platforms), Zoom might block it from being shared or the video might appear blank or black to viewers. This is to protect the copyright holders.

All of the following steps should be done by the session organiser(s) and student volunteer assigned to session.

1. Find the speaker/presenter's pre-recorded video (see *Backup Plans* below).
2. Open the video file.
3. Go back to Zoom and click on "Share Screen" button at the bottom of the screen.
4. A window will pop up showing your entire screen (everything on your desktop) and specific windows (like a PowerPoint, Word document, or browser tab).
5. Click the window you want to share and tick the "**Share sound**" box (In the right-hand menu, under Options).
6. Press the blue "Share" button in at the bottom of the window.
7. Play the video – everyone should now see and hear what you are sharing.
8. Stop sharing when the video is over.

Participant Cannot Hear or See the Speaker

- **Problem:** Onsite participants report no sound or video from an online presenter.
Solutions:
 - Ask online participant to check audio/video settings on their own device and ensure they are not muted / turned off.
 - Suggest online participant leaves and rejoins the meeting.
 - Make sure speaker's audio and video are working correcting (see *Audio and Video Issues* above).

Zoom Client Issues

- **Problem:** Zoom app crashing, freezing, or not loading properly
- **Solutions:**
 - Update your Zoom app to the latest version.
 - Restart the computer and relaunch Zoom.
 - If problem persists, uninstall and reinstall Zoom.

Backup Plans

- Online speakers/presenters are encouraged to:
 - Pre-record their presentations as a backup and share the pre-recorded video with the organisers of their session ahead of time.
 - Test their device and connection in one of the virtual test rooms that will be available via the web version of the EAA 2026 conference mobile app in the week before the conference (starting from 24 Aug).
 - Have an alternative device ready (e.g., phone or tablet) logged into Zoom.

Best Practices for Online Presenters

- Test all equipment (mic, camera, screen share) in a virtual test room before the conference.
- Join the session early to troubleshoot any issues before the scheduled start time.
- Use a quiet, well-lit room.

- Use headphones to prevent echo and feedback.