



## How To Fix Zoom Not Working on iPhone or iPad

First things first!

Go to the App Store, tap Updates, and scroll down to check the list of pending updates. Hit the Update button next to Zoom to install the latest app version. Then restart your device and check if the issue persists.

Additionally, check [Zoom's Service Status](#) to see if there are any known issues on the list. Wait until the company has fixed the problems on their end and try again later.

## Zoom Not Loading/Not Joining Meeting on iPhone or iPad

1

### CHECK YOUR CONNECTION

- Check your connection and make sure you have enough bandwidth to join video meetings.
- If you're using cellular data, enable Airplane Mode for two minutes. Go back online and check the results.
- Additionally, disable cellular data and switch to a different connection.

2

### CHECK DOMAIN

- Open the app
- Go to "Sign in"
- Touch the Zoom logo and select the Zoom Domains, make sure you select "zoom.us"+

3

### FORCE RESTART YOUR IOS DEVICE

*If none of these methods is working, uninstall Zoom, restart your iOS device, and re-install the app. If the problem persists, contact [support@thecoachingmasters.com](mailto:support@thecoachingmasters.com) and we'll be happy to help.*



## How To Fix Zoom Not Working on Android Phone

1

### RESTART YOUR PHONE

If it's just a temporary system glitch, then restarting your phone should be the easiest way to fix it. Just hold down your phone's power button for about 10 seconds. That should restart your phone. Otherwise, do it the normal way.

2

### ERASE THE ZOOM APP'S CACHE AND DATA

Next, the stored cache and data of the Zoom app may hinder it from working smoothly in some cases. To fix that, we recommend you reset the app by clearing its cache and data.

#### Here's how to do it on Android:

- Open the app drawer on your phone and locate the Zoom
- Long-press its icon, then tap App info (or the 'i' button)
- Tap Storage (& Cache)
- Click on Clear cache, then tap Clear data as well to reset the Zoom app.
- Try re-launching Zoom to see if the issue has been fixed.

3

### UPDATE THE APP AND YOUR PHONE

Another reliable method to fix app-related issues is by updating the app and your device. Doing so brings to your device and the app the latest improvements, bug fixes, as well as features.

#### To update Zoom:

- Launch the Play Store on your phone.
- Search for Zoom and click the app.
- If you see an Update button on the page, tap it to get the latest version.
- Otherwise, there's no need to update.

#### To update your device:

- Launch the Settings app:
- Click on System
- Select System Update or Software Update.
- Tap Check for updates. If an update is available, download it and restart your device.
- Updating your phone and the Zoom app may fix the issue sometimes. But if that didn't work, try another solution below.



#### **ENABLE NECESSARY PERMISSIONS**

If it's just a temporary system glitch, then restarting your phone should be the easiest way to fix it. Just hold down your phone's power button for about 10 seconds. That should restart your phone. Otherwise, do it the normal way.

#### **Here's how to grant zoom all necessary permission on Android**

- Locate Zoom in your app drawer.
- Long-press its icon, then tap App info (or the 'i' button)
- Tap Permissions
- Finally, ensure all necessary permissions are turned on.

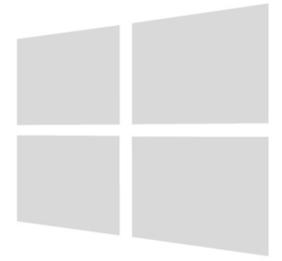


#### **REINSTALL ZOOM**

If nothing works, you may need to start afresh by reinstalling Zoom on your phone. By doing that, your device may rectify the issue you're battling on Zoom.

- Locate Zoom in your app drawer.
- Long-press its icon, then tap App info (or the 'i' button)
- Tap Permissions
- Finally, ensure all necessary permissions are turned on.

*If the problem persists, contact [support@thecoachingmasters.com](mailto:support@thecoachingmasters.com) and we'll be happy to help.*



## How To Fix Zoom Not Working on Desktop

1

### RESTART TO FIX ZOOM NOT LAUNCHING

This is the first thing you should do whenever an application isn't working properly. Go to the Start Menu and click on Power. Then select Restart.

After restarting your system, check to see if Zoom launches or not. If it doesn't work, try the next method.

2

### FORCE QUIT ZOOM

Sometimes, an app doesn't get closed properly and runs in the background. As a result, when you try to open the app, it won't work and will error. To ensure that this isn't the cause your Zoom app isn't working, close it from the Task Manager.

- Go to the **Start Menu** and type Task Manager in the search bar. **Select Open.**
- Under the **Processes** tab, look for the Zoom app and **Select it.**
- After you select the app, click **End task** at the bottom of the Window.
- Wait for a little bit for the system to close all Zoom processes and re-start your computer.

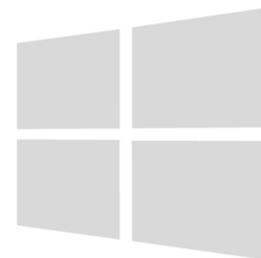
Reaccess the app and see if it launches.

3

### PERMISSIONS

Sometimes an app like Zoom doesn't work properly because it doesn't have relevant permissions. Essentially these permissions include access to your camera and microphone. You have to give the app relevant access for it to perform.

- Go to the **Start** menu and select **Settings**. (Shortcut keys: Win + I)
- Select **Privacy**.
- On the left side of your screen, you will see various options. Scroll down and under *App permissions*, select **Camera**
- Under *Allow apps to access your camera*, make sure that the toggle switch is **On**.
- Scroll down and ensure that the toggle switch under Allow desktop apps to access your camera is switched On.  
[Your apps now have camera access. Now you need to modify the settings for your microphone.]
- Select **Microphone** from under App permissions on the left side of your screen.
- Switch the toggle switch On under Allow apps to access your microphone.
- Scroll down, and under Allow desktop apps to use your microphone, switch the toggle **On**.



## TEMPORARY CACHE

Windows collect app cache, and over time these cache files get too big or get corrupted. This can interfere with app functions, and to fix it, you must uninstall irrelevant cache files.

- Go to the **Start menu** and type Disk Cleanup in the search bar. Click **Open**.
- If you have multiple drives, select the **C: drive** from the list. Click **OK**.
- Select **Temporary Internet Files** and **Temporary Files** from the list. [You can only see the Temporary Files box checked in the image below]
- Click on the **Clean up system files** button and then click **OK**.

Restart the computer and try launching Zoom now.



## UPDATE DRIVERS

Outdated drivers cannot impact the functions of Zoom as well. Make sure that your camera drivers are up to date.

- Right-click on the **Start Menu** and select **Device Manager**. [You can also access Device Manager by going to the Start Menu and typing Device Manager in the search bar. Click **Open**]
- Search for **Cameras** and click on it to expand the option.
- Right-click on the camera you are using and select **Update driver**.

Once the driver is updated, try relaunching Zoom.



## CLOSE OTHER APPS TO FIX ZOOM NOT LAUNCHING

If other apps or browsers use the Camera or Microphone, consider closing them to ensure that Zoom can perform properly.



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If other apps or browsers use the Camera or Microphone, consider closing them to ensure that Zoom can perform properly.

- Go to the **Start Menu** and select Settings. (Shortcut Keys: **Win + I**)
- Select **Apps**.
- Under *Apps & Features*, there will be a list of applications installed on your computer. Scroll down to the bottom and click on **Zoom**.
- Select **Uninstall**. Once you do, you will get another option confirming whether you want to Uninstall or not. Select **Uninstall** again.
- Download the app again from the [official Zoom website](#).

Hopefully, these methods will fix Zoom not launching, and you will be able to continue your video conferences as before.

*If the problem persists, contact [support@thecoachingmasters.com](mailto:support@thecoachingmasters.com) and we'll be happy to help.*