

Troubleshooting Zoom video crashes

Common Zoom video problems are due to device settings. Application can be fighting for camera access. Here are some basic steps to assist you.

Windows, Mac, and Linux OS

1. Make sure any other programs that utilize the camera are closed (ex. other video conferencing software, Microsoft Teams, Blue Jeans etc.)
2. Check that Zoom has permission to access camera
3. Restart your computer
4. If problem still exist, submit an [IT Help Ticket](#) to have Zoom uninstalled/reinstalled