Black Screen Issues with Camera and Screen Sharing in Zoom

Overview

This article addresses the issue where Zoom successfully connects to a meeting, but participants are unable to see your camera feed and it only displays a black screen, or your screen appears black when attempting to share it.

Getting Started

Out-of-date versions of Zoom may have the issue where participants are unable to see your camera feed and it only displays a black screen, or your screen appears black when attempting to share it.

Update Zoom

Newer versions of Zoom allow you to check for updates. If Zoom does not have the option to update, install the newest version.

1. Open Zoom on your computer.
2. Select your profile icon at the top right of the program.
3. Select 'Check for Updates'.
   - If an update is needed, Zoom will automatically download the update. Select 'Install' to install the update.
   - If no update is needed, Zoom will let you know you are up to date with the newest version.

Install new version

1. Go to Zoom.
2. Click 'Download' at the bottom of the page and install the newest version of zoom.
3. Once the new version of Zoom is installed, Zoom should begin working as soon as the latest version is installed.

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