Zoom Not Connecting to Meeting

Overview

This article covers the issue where Zoom will open but not join a meeting.

Getting Started

Out-of-date versions of Zoom may not connect to meetings started with newer versions of Zoom. If you are not able to join the Zoom meeting, your Zoom application may be out of date.

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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