

Trying to Connect to Zoom from a Military Network?

If you've talked to me about the trials and tribulations of trying to connect to a web conferencing program from a Military network, you've probably heard me say that it's a moving target. By that I mean that what works to connect is constantly changing. Unfortunately, Zoom is no different in that respect. What worked when we first piloted the program has changed a couple of times, so here is the update, as of 10/2020.

1. **If you can get permission to download the client version of Zoom, that is the best idea.** What I mean by that is that if you can download, install, AND run the program from your operating system, you will be able to benefit from the full functionality of the program. You'll be able to use your computer's on-board sound system for speaking and listening, you'll be able to see and resize the sharing area, participate in breakout rooms, and see the video of your classmates, should they reveal their cameras.
2. **Chrome is the next best idea, but ONLY if you can see what your professor is sharing on his screen.** The Chrome browser has the most "client-like" interface of all of the Zoom browser versions, but most of the students I've talked to who can't download the client version of Zoom, also are prevented from seeing what is being shared. If you want to test this, please call us. It takes literally three minutes.
3. **Next are Firefox and Edge.** A few months ago, Edge didn't work with Zoom on Military networks, but Firefox did. That is quickly being reversed. I'm finding more and more students who call have already tried Firefox and it's blocked in some way, but Edge works. The problem with Edge is that you can only share your screen if you have Windows 10 Pro or Enterprise, but not home. So if you find that Edge works at work, it most likely won't work at home. However, if you're using Zoom at home, you can run the client version, so there!
4. **Call us to test!** If you want to check if your chosen browser will work to let you view your professor's shared document, please call us at 831-656-2020.