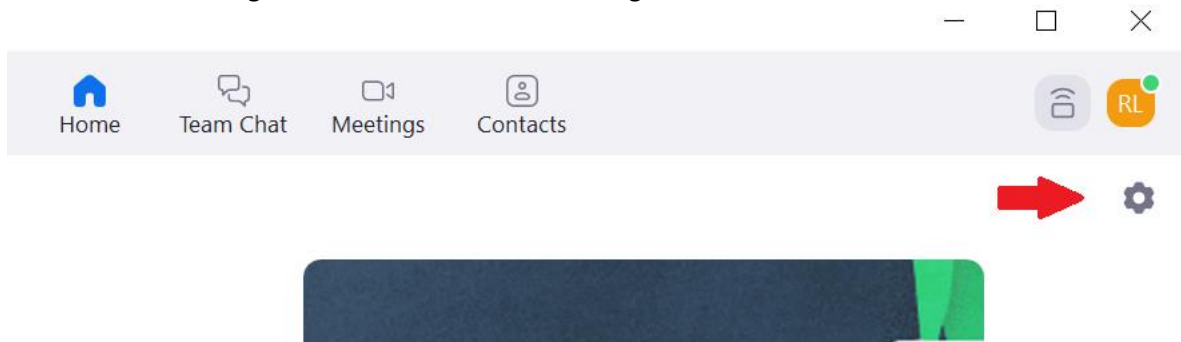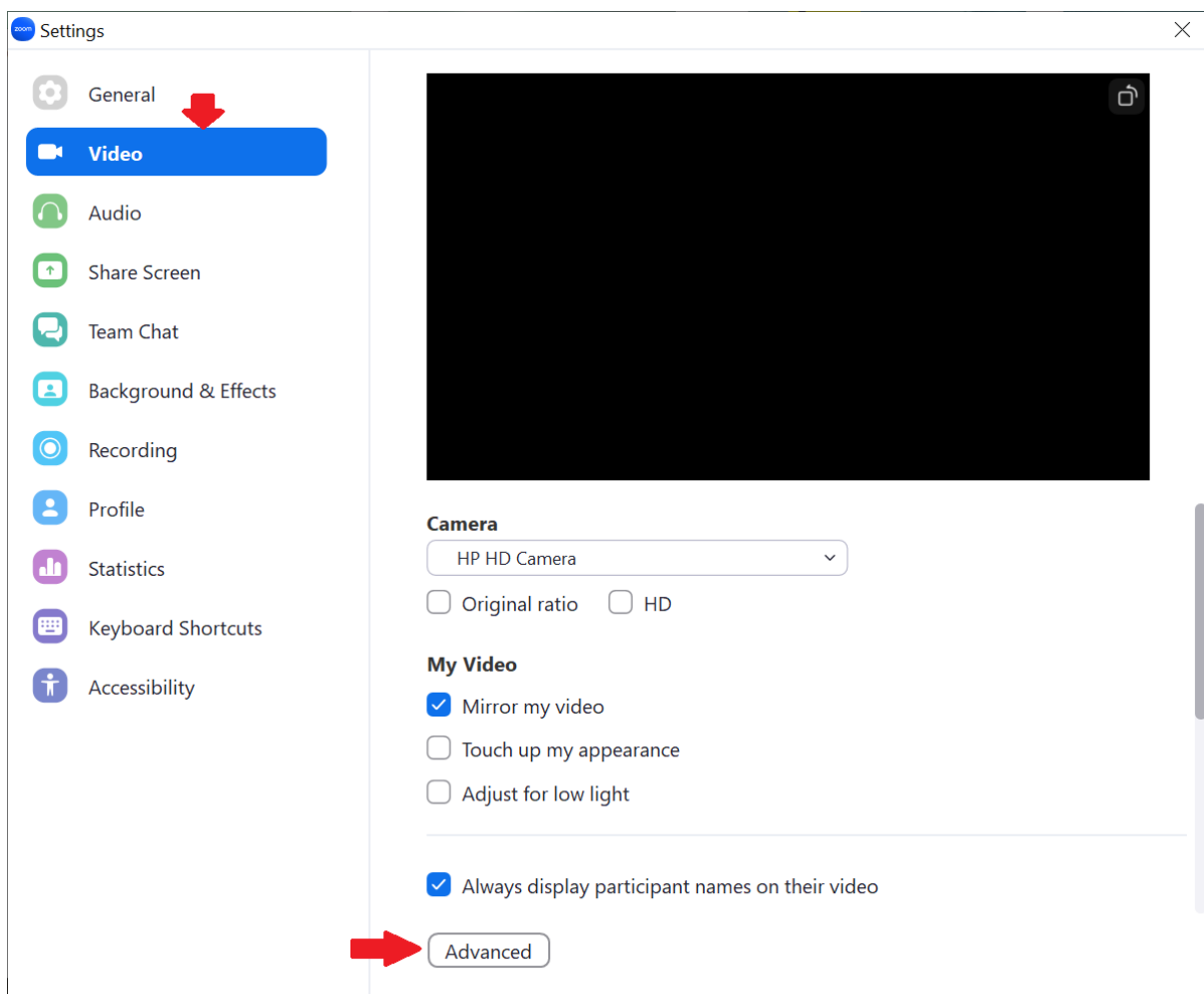# How to fix video problems in Zoom

In the current version of Zoom, in certain computer models (computers with an AMD graphics card), has been noticed time to time a problem with the quality of video. This causes, among other things, partial or total greening of the video image, clutter or pixel fog in the image, and slowing down of the video image. The problem is caused by the hardware acceleration setting in Zoom and you can get rid of it by turning off hardware acceleration:
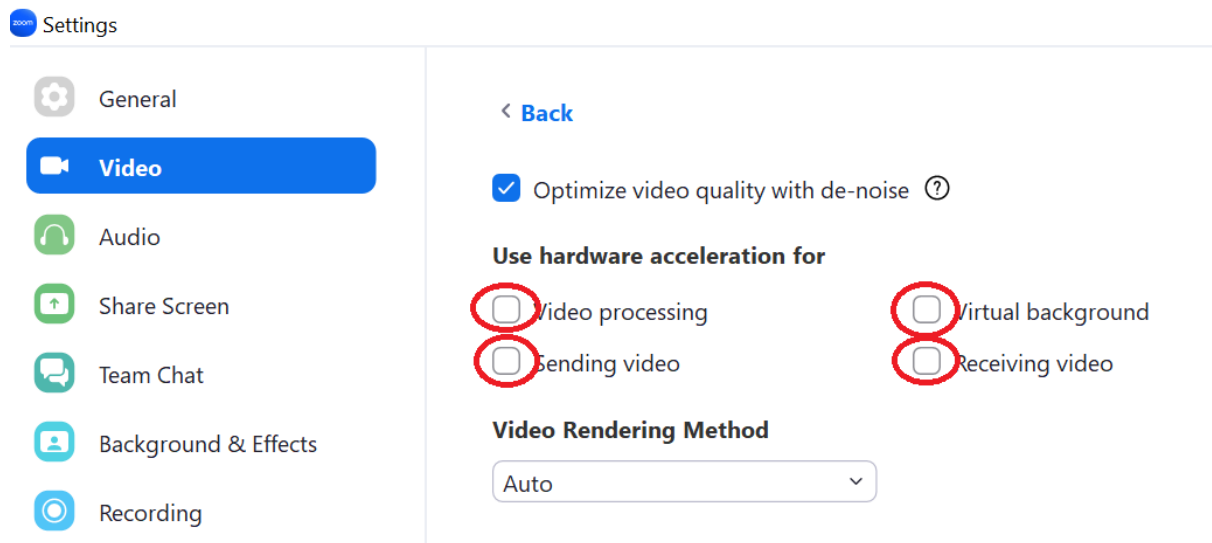
1. Press the cog icon to access the Zoom settings

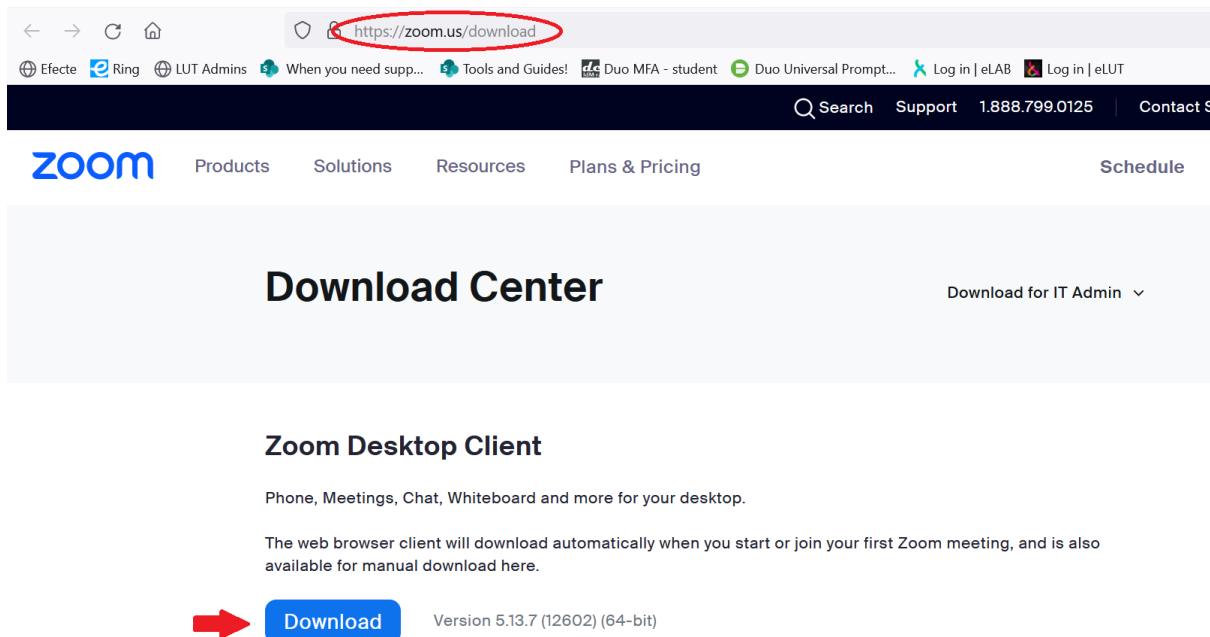2. Go to *Video tab* and there click the *Advanced* button

3. Under *"Use hardware acceleration for",* uncheck all options

After that, close Zoom and then restart it. Test if the video image is now displayed normally.

If the failure still persists, you still need to reinstall Zoom:

Uninstall Zoom from your computer. Then go to https://zoom.us/download and download the latest version of Zoom from there. Install Zoom.

After that, the video image should appear normally again.