

# Zoom Instructions

## Getting Started

1. Go to <https://zoom.us>.
2. Click Sign In.
3. Enter Zoom account name and password and click Sign In -OR- click the link for Google or Facebook and sign in with your social network account.
4. If you do not have a Zoom account, then click Sign Up Free

After you launch the app, you have two options. You can select "Join a Meeting" or "Sign In." Since you want to join a meeting-in-progress click on "Join a meeting."

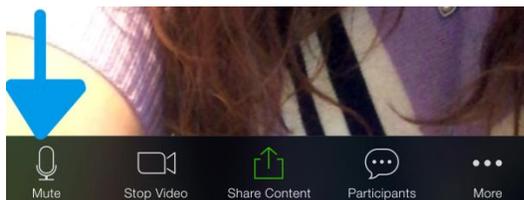
## Audio Issues:

**If you cannot hear other participants in a Zoom meeting, please follow these steps to troubleshoot the issue:**

1. Please ensure that you do not have sound muted in the Zoom meeting
  - a. You can mute and unmute yourself by clicking on the microphone icon.
2. Please increase the speaker volume on your device
3. Please try to use earphones to see if you can hear others
4. Please restart your device
5. Please reinstall Zoom application.

**If others cannot hear you in a Zoom meeting, please follow these steps to troubleshoot the issue:**

1. Please ensure the microphone is not on mute. The host may have muted you upon entering the meeting.



2. Please ensure that you have connected your microphone to the meeting
3. Please ensure that you have given Zoom the privilege to use your microphone under "Settings>>Application Manager>>Zoom". If this has not been set, please reinstall as shown in step 6.
4. Please ensure that no other applications are currently using your Microphone. You can see currently running applications by holding the Android "Home" button. These applications can be closed by swiping right.
5. Please restart your device.
6. Please uninstall Zoom through the Application Manager and reinstall
7. If you are still having audio issues, you can click on the host name and use the "chat" feature.

## Video Issues:

### **Windows:**

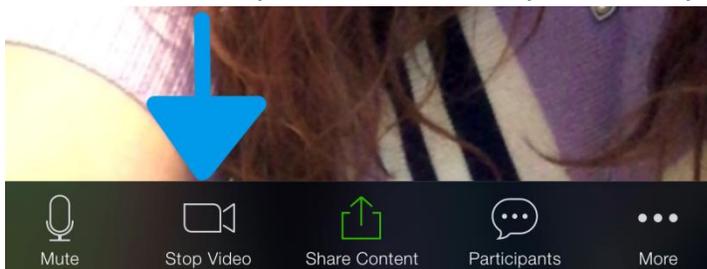
1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Reboot your computer to ensure that the camera is not being used by another application.
3. Visit your device's support and downloads page to update the camera driver

### **Mac:**

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Reboot your computer to ensure that the camera is not being used by another application.

### **Android:**

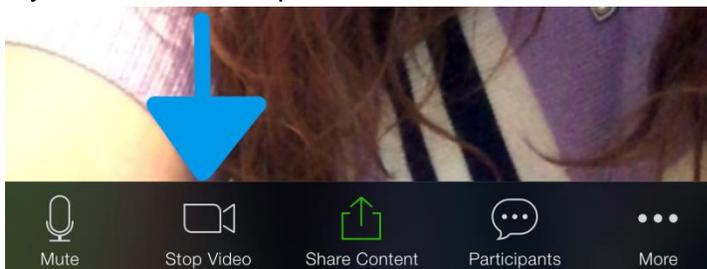
1. Please ensure that you have connected your video by selecting "Video" once in a Zoom meeting



2. Please ensure that no other applications are using the camera at the same time. You can do this by holding the "Home" button and then swiping right to close the application.
3. Please ensure that you have allowed Zoom to have the privilege to access your camera under "Settings>>Application Manager>>Zoom". If this has not been set, please reinstall as shown in step 5.
4. Please restart your Android device.
5. Please uninstall Zoom from the Application Manager and reinstall from the Play Store.

### **iOS:**

1. If your camera is off, please select "Video" and ensure you have your camera selected.



2. Please ensure that no other applications, such as "Camera" are currently using your camera. You can check which applications are currently running by double tapping the "Home" button. To close the application, please swipe up.
3. Please select "Settings">>"Zoom" and ensure that Zoom has access to your camera.
4. Please restart your iOS device.
5. Please reinstall Zoom from the App Store