

# Get Help with Zoom

## What If You Don't Have a Microphone or Speaker on your PC/Mac?

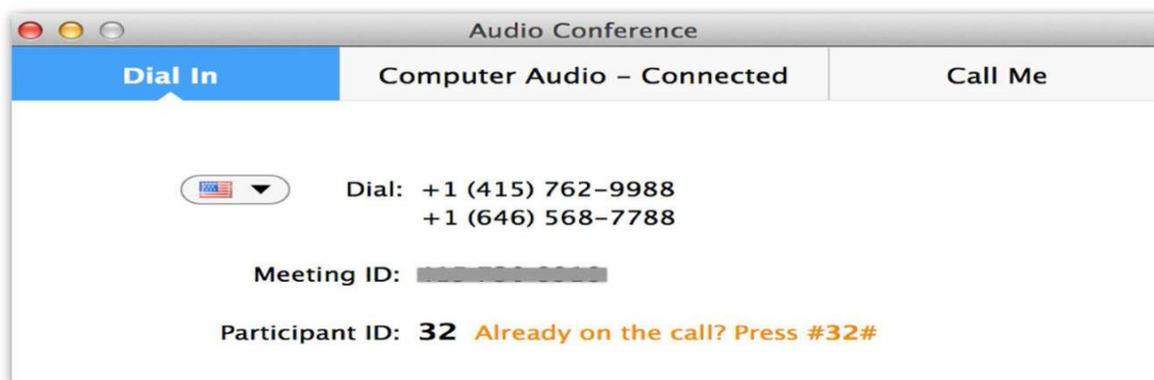
In the event you do not have a microphone or speaker on your PC/ Mac, you can join a Zoom meeting via teleconferencing/audio conferencing (using a telephone).

To join by computer (for video) and telephone (for audio)

1. Join a Zoom meeting
2. Select the option to join by phone call as you are joining, if offered. Otherwise, once you have joined the meeting, the meeting controls will include a "join audio" button that will allow you to join by phone.



3. In either case, follow instructions on the dialog box to *Dial In*



## Switching Between Views (Share Screen and Video)

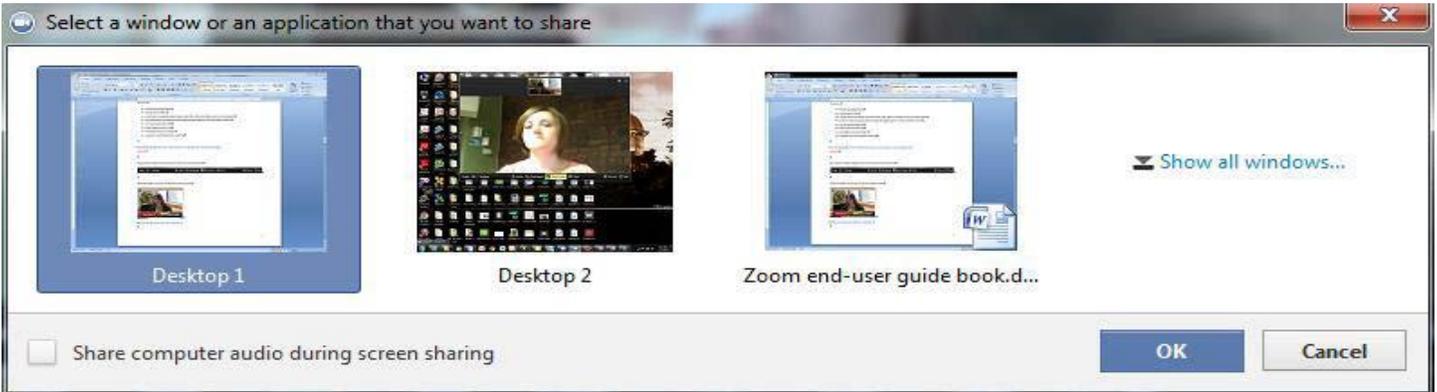
As a participant you might be asked to share your desktop or an application. During a meeting you can switch back and forth between sharing your screen and sharing your video as often as needed.

If you are in video mode, switch to screen share by:

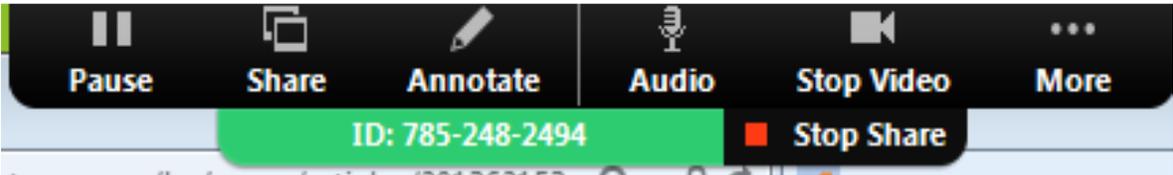
1. Clicking on "Share Screen":



2. A window showing all possible options for you to share displays. These include your desktop(s) and all active windows, so you should have the item you are sharing open on your desktop. Click on the item you want to display and then click "OK":



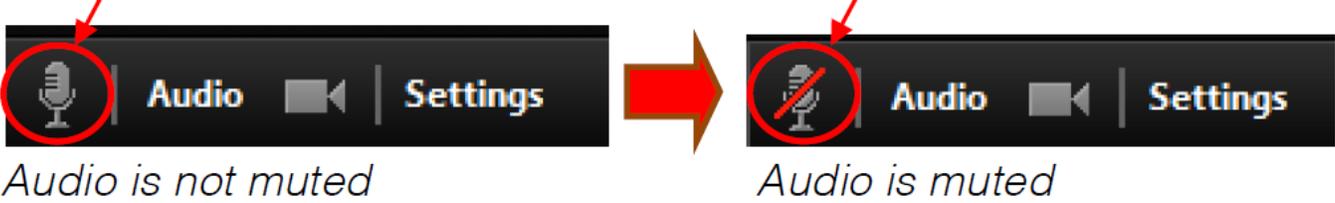
If you are displaying your screen, switch to video by clicking “Stop Share” from the sharing/annotation menu at the top of the screen:



The view will immediately switch back to showing the webcam videos of the participants.

### Audio Mute and Unmute

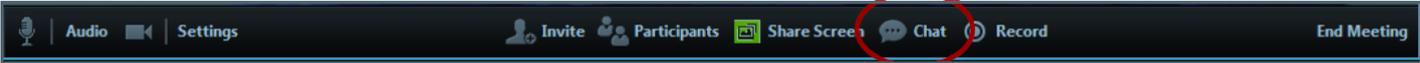
During a session you might be asked to mute your microphone until you have a question or comment. The host can also mute participants. This helps to minimize audio feedback. Mute your audio by clicking on the microphone icon located in the lower left-hand corner of the menu bar.



### Chat

The chat feature provides the ability to send instant messages during the session. You can send private chat to one person (if the meeting is set up to allow this) or message all participants. In the event you experience issues with your microphone, using the chat feature can serve as an alternate means of communication.

- 1. Click on “Chat”:

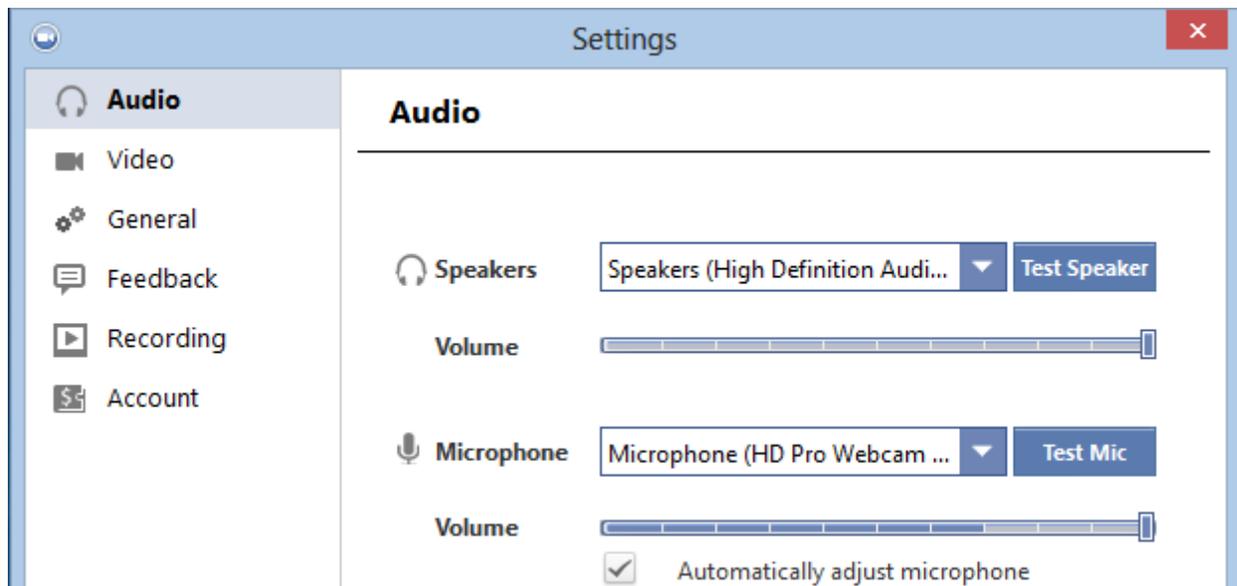


(Note that on some systems, the "chat" button may be accessed only through the "participants" window.)

2. Type a message and press "Enter" on your keyboard to send. Messages are sent to all participants by default. You can message an individual participant via private chat by clicking on the drop-down menu and selecting an individual's name.

## How to Configure the Settings

You can find the Settings tab in the main dialog box or in the meeting menu bar. After clicking Settings, you will have the following options:



Audio: Test, select, and adjust your speakers and microphone

Video: Select and test your video camera

General: You can select additional preferences, such as how Zoom appears when it is launched

Feedback: Use this option to send questions, comments, or feedback to Zoom

Recording: Here you can browse/open your stored recordings and edit where recordings are stored on your computer (all recordings are stored on your local device/computer)

## Common Zoom Troubleshooting Steps

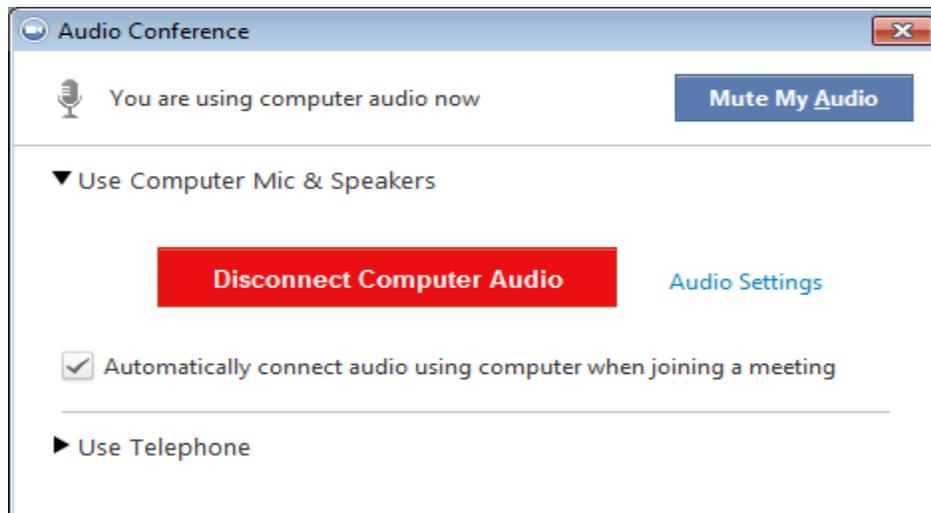
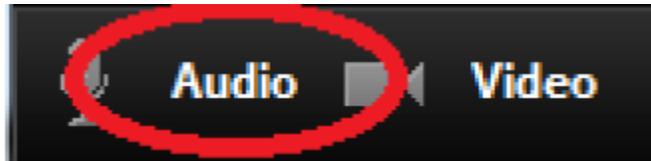
The following steps should be used to help correct issues while using Zoom. To engage in the smoothest possible meetings, close any applications you do not need to use for the meeting itself. You can also visit [Zoom's support site](#) for additional instructions. *Note:* Screenshots may vary depending on what version of Zoom you're using.

## Audio Issues

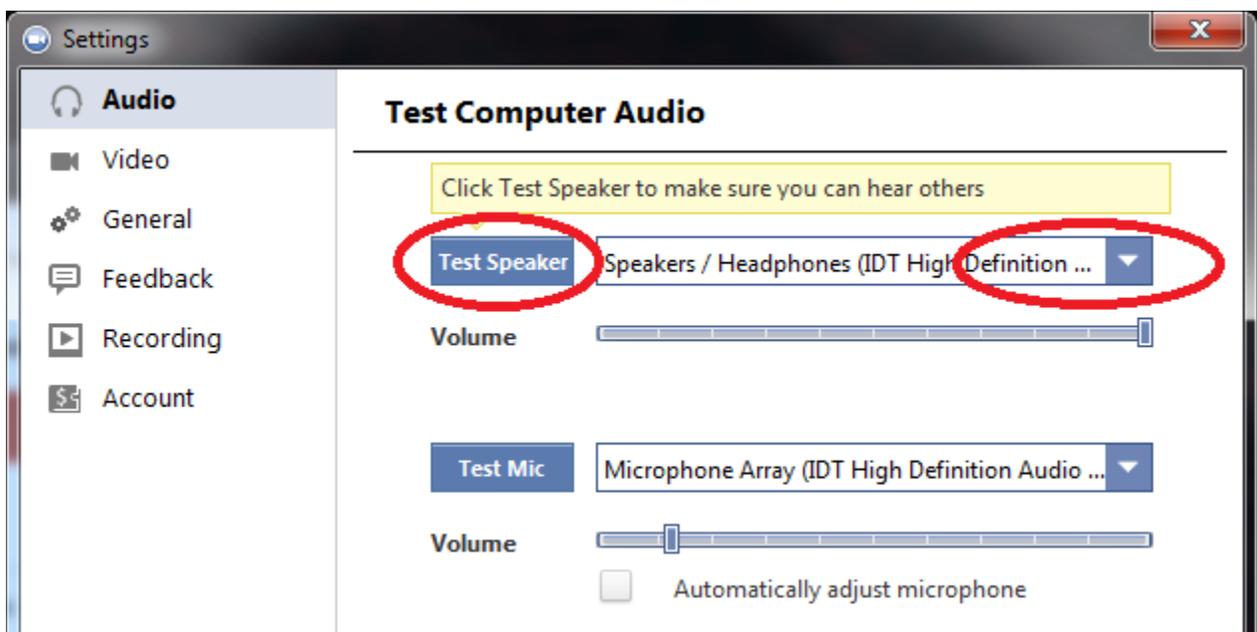
1. *Cannot hear the other participants in the meeting?*

- a. Make sure your computer speaker volume is turned up.
- b. Make sure your speakers are selected for the active output in Zoom.

In the Zoom meeting, Choose Audio > Audio Settings

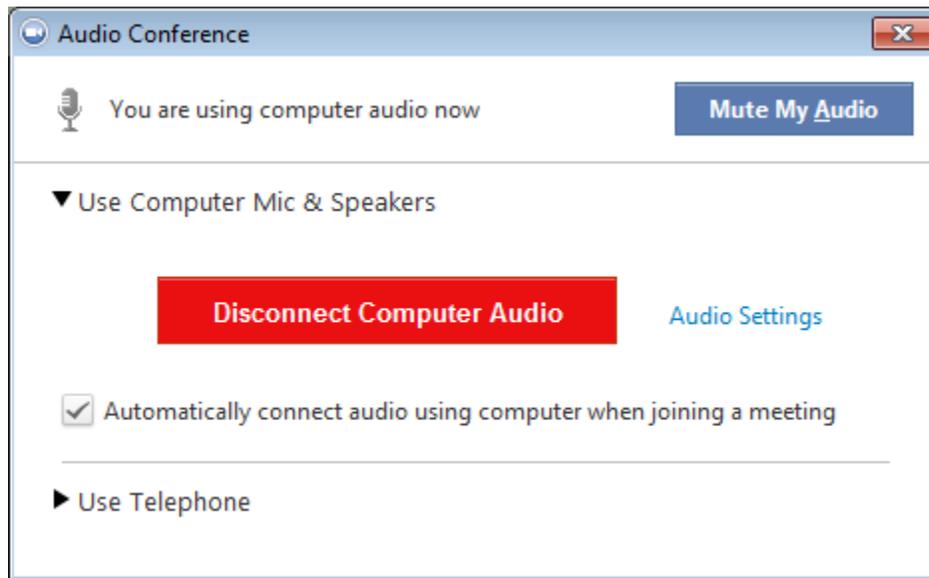
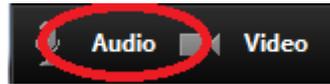


Click the Test Speaker button if you hear audio this is setup correctly. If you do not hear audio, use the drop-down box, and select a different output and press Test Speaker again. Repeat this step until you hear audio.

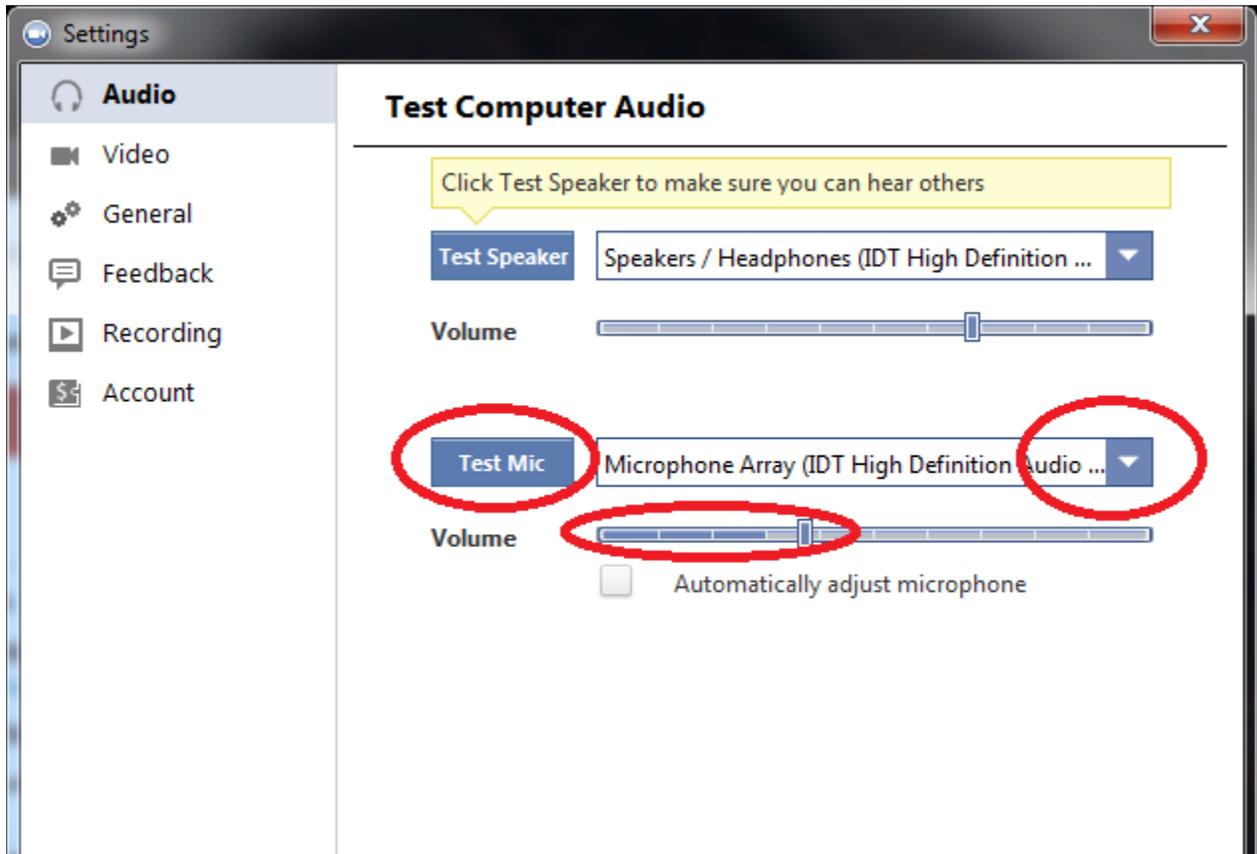


*2. Other participants cannot hear you?*

Make sure you have the correct internal/external microphone setup in Zoom.  
In the Zoom meeting, Choose Audio > Audio Settings



Click the Test Mic button; you should see blue bars in the volume meter and your test message will be replayed through the speakers.



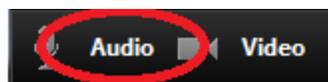
If you do not see the blue volume meter bars or hear the audio message you recorded, use the drop-down box, and select another mic and repeat the process.

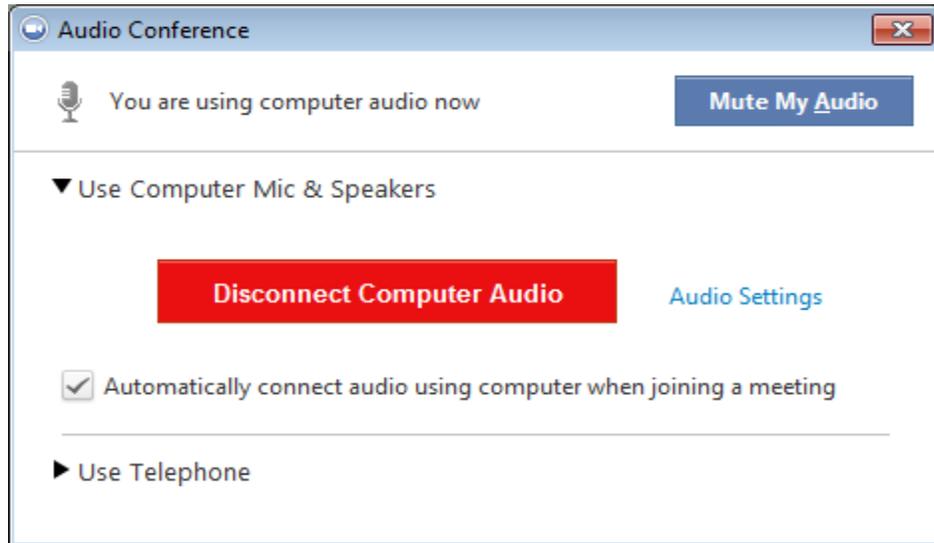
*3. Do the other participants hear echo when you talk?*

If so, this means that you are the source of the echo. You have two options:

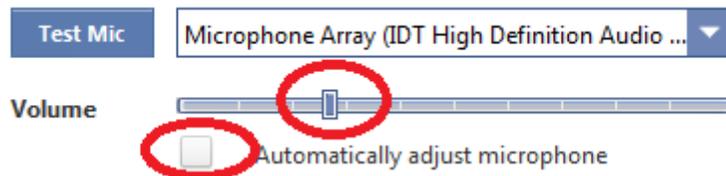
- a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers.

In the Zoom meeting, Choose Audio > Audio Settings





Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.



- b. If you are the only participant at your site, use a headset or earbuds instead of the speakers so that the voices coming in from other participants are not picked up by the mic in your environment. Laptop mics are not far enough away from the laptop speakers to avoid sending the sound round and round.

*4. Do you hear echo when other participants talk?*

If so, then they are the source of the problem. There is really nothing you can do other than ask the person who is the source of the echo to try the options listed above.

## **Video Issues**

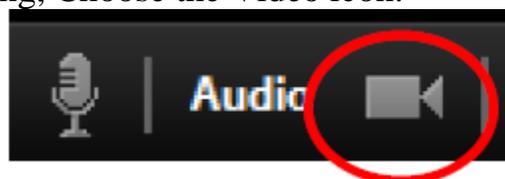
*1. Cannot see the other participants in the meeting?*

Make sure you have installed the Zoom software and are logged into the meeting.

*2. Can the other participants see you?*

Make sure your camera is turned on, plugged in, and selected in Zoom

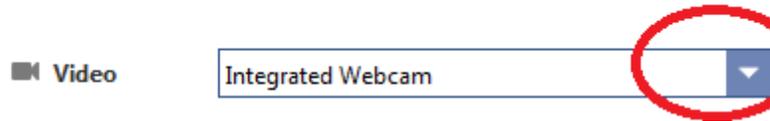
1. In the Zoom meeting, Choose the Video icon:



2. Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.

### Video

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If the camera is turned on, make sure nothing is blocking the camera view.  
If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.  
If you continue to experience difficulties, try restarting your computer/device.