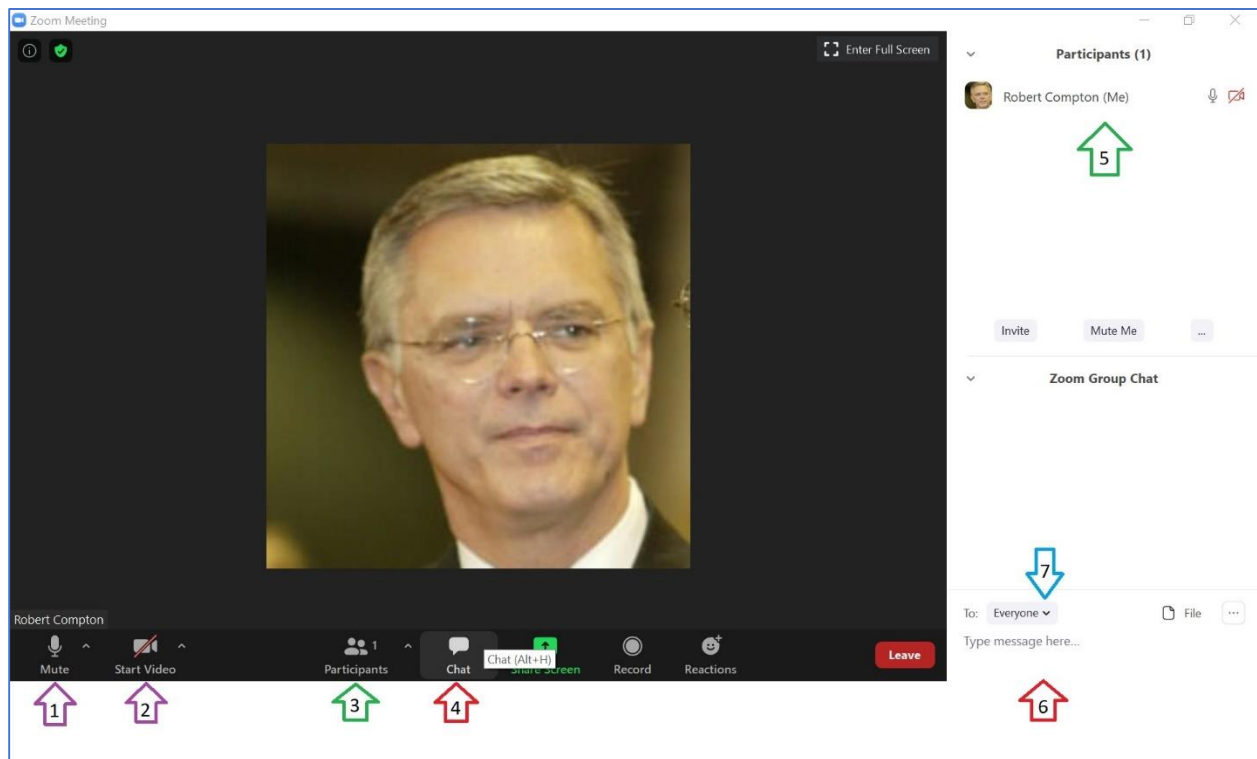


## TROUBLESHOOTING ZOOM ONCE YOU'VE SIGNED ON

After you have signed on to Zoom and are in the meeting, there are a couple of things you should do. Everybody has a Control Bar which may be at the top of the picture or at the bottom. You may need to hover your mouse cursor at the top of the screen or at the bottom to make it appear.

**The first thing you have to do** is make sure your **Audio** and **Video** are turned on. In Picture 1 at the bottom left you can see Arrows 1 and 2. At Arrow 2, you can see that the icon for a movie camera has a red line going through it. That means that the Video is not turned on and you should click on that Video Icon to turn it on. The Microphone Icon at Arrow 1 does not have a red line through it so your Audio is working. You can Mute your microphone by clicking on the Microphone Icon.

Picture 1



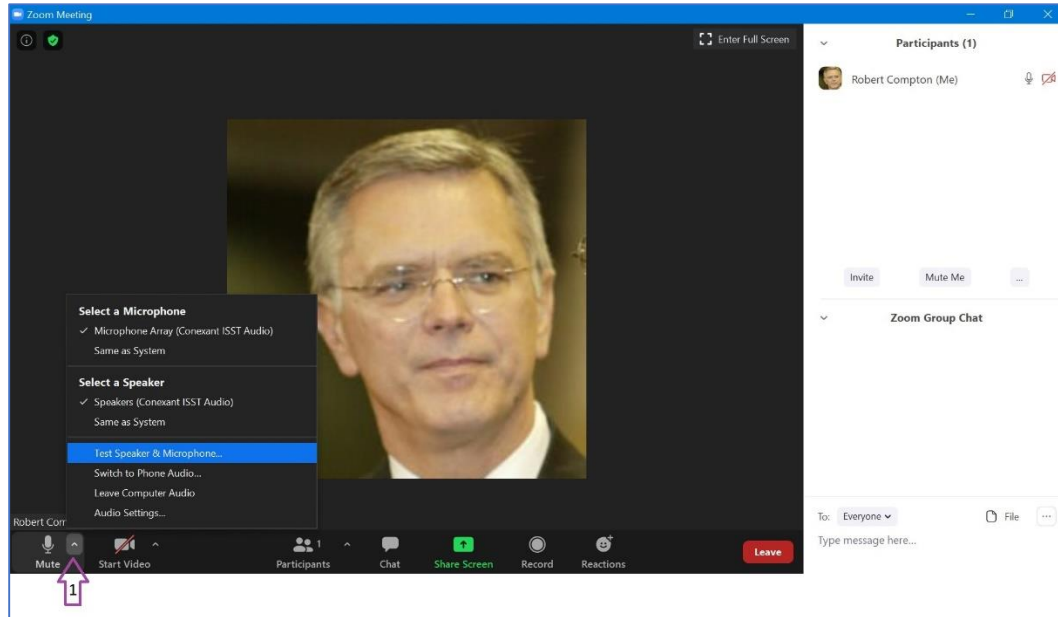
**The second thing you can do** is click on the **"Participants"** Icon at Arrow 3. That will open the window at the right of the picture and it will list all the people who have signed into the meeting (see Arrow 5). If the list is long you will need to scroll down to see everybody.

**The third thing you can do** is click on the **"Chat"** Icon at Arrow 4. When you do that the box at Arrow 6 will open, which is the **Chat Box**. You can type **Messages** in the Chat Box. **NOTICE ARROW 7**, this is who you will send the message to. Use the Drop Down Arrow to select **"Everyone"** or just one **"Participant"**. If you are having trouble with Zoom, send a message to **Robert Compton**. He will be acting as technician to help people.

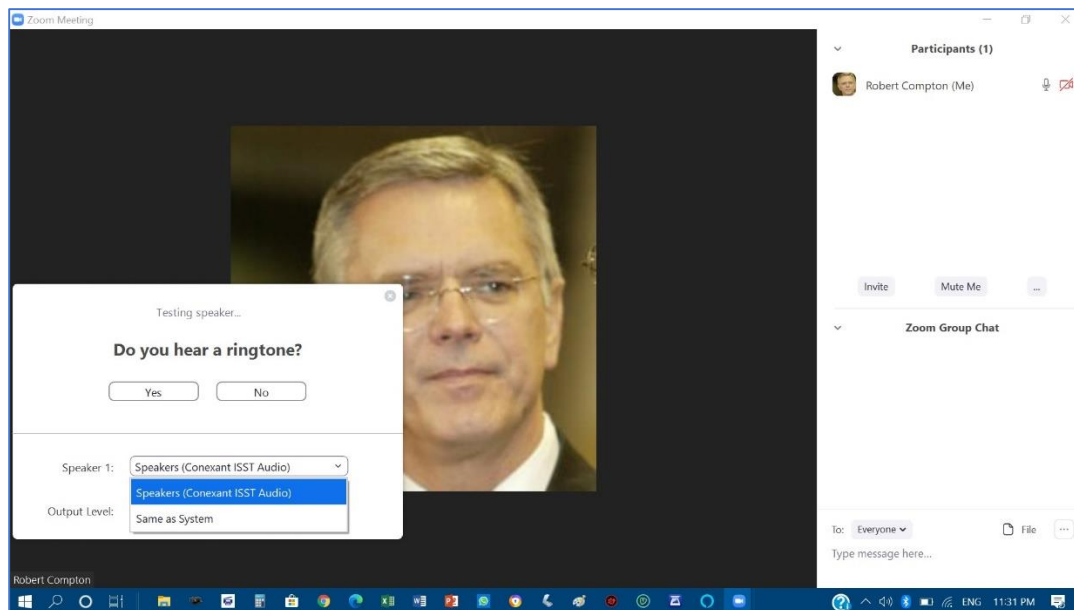
## IF YOU ARE HAVING PROBLEMS WITH AUDIO

**Start by Clicking on the Up Arrow at Arrow 1.** The window shown below will open. Click on “Test Speaker & Microphone”

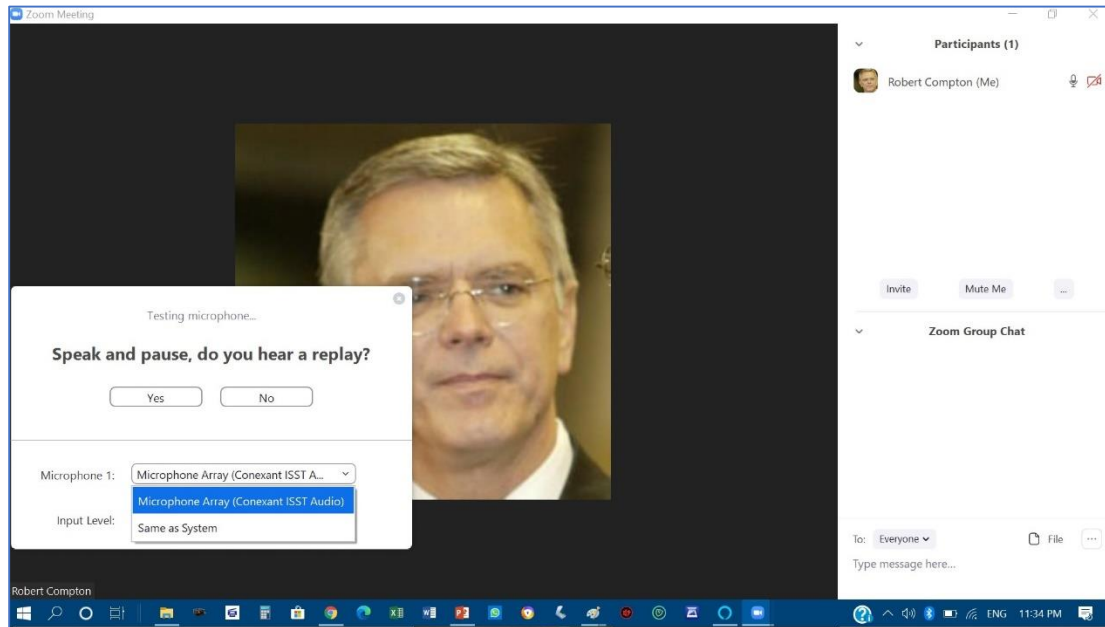
Picture 2



**The first thing that will be tested is the speaker.** If you hear a ringtone when this window opens, then all you need to do is click on Yes. If you don't hear a ringtone, go the "Speaker 1" and click on the down arrow to open the window to see if you have any other speakers options. If you do then click on the other option and test whether you hear a ringtone. One of your speaker choices should work.



The second thing that will be tested is microphone. Say something out loud to see if the speaker works. It should automatically playback to you. If you don't hear anything, then go to Microphone 1 and click on the Down Arrow at the right of the box. If you have another option, click on it. The second option below is "Same as System". Click on whatever your second option is and then say something out loud again to see if it's played back to you. One of your speaker options should work. Choose that option.



IF YOU STILL ARE HAVING A PROBLEM, START A CHAT WITH ROBERT COMPTON. He will try to help you.

You may need to sign out of the meeting and sign back it. Or you may have to just use the video and then use your telephone to call into the meeting at the phone number that was included with your link to Zoom.