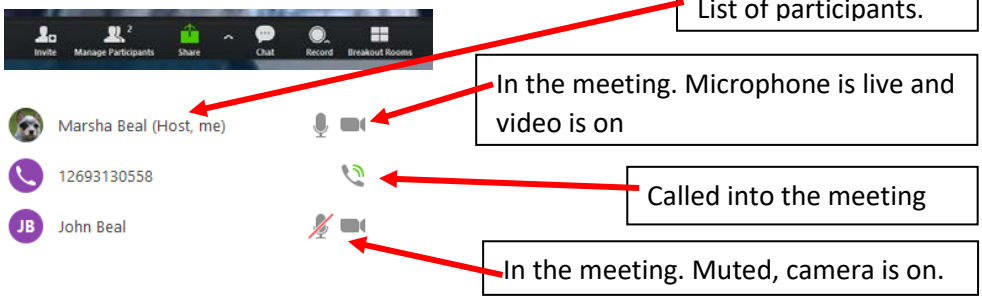
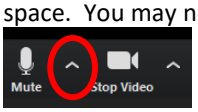
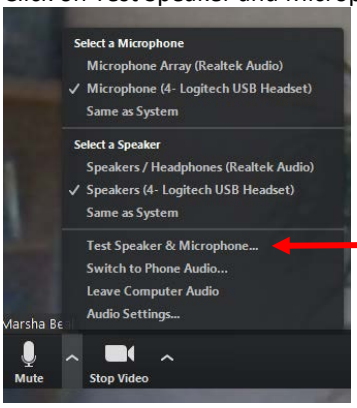
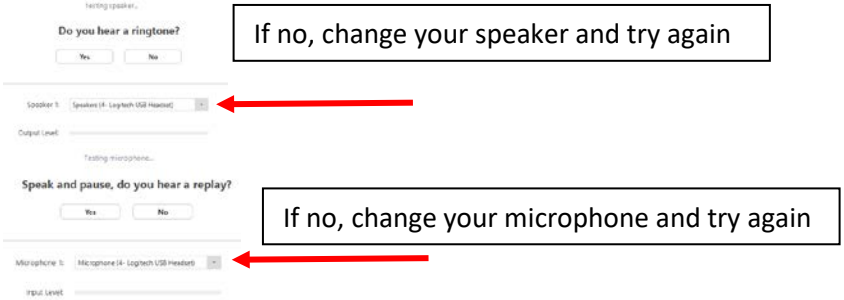
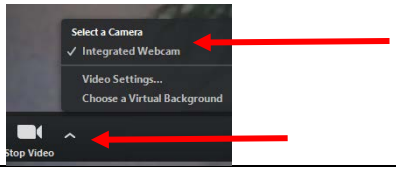
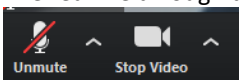
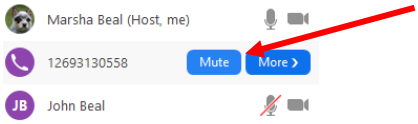
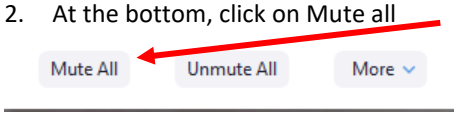
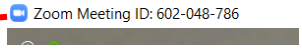
Quick Reference Guide: Zoom Troubleshooting

□ How do I see a list of those in the meeting	**How to:** • At the bottom of your screen click on Manage Participants 
□ How do I know if my microphone and speakers are working ***Give your students this information if they are having problems**	**How to:** • Click on the up arrow to the right of the microphone found at the bottom of your meeting space. You may need to put your cursor near the bottom of the page for this to show.  • Click on Test Speaker and Microphone  • Follow the cues/questions in the box that will pop up  • Click Finish when done

□ What do I do to make my camera work	**How to:** 1. When you start the meeting if your camera is working correctly your picture will video will show. 2. If, the camera is not working, please check your camera settings 3. Click on the arrow next to the camera 4. Choose another camera if you have the option, if not you probably do not have an internal camera 
□ Can I mute someone or do they have to mute themselves	**How to self-mute:** 1. Participants including you can self-mute. 2. Just click on the microphone in the lower part of the course 3. The red line through the micro phone means that it is muted  **How to mute one of the participants:** 1. Click on Manage Participants 2. Just click on the microphone in the lower part of the course 3. Put your curser near the microphone and speaker 4. The Mute option will show 5. Click on Mute  **How to mute all of the participants at the same time:** 1. Click on Manage Participants 2. At the bottom, click on Mute all 
□ What do I do if I have a student who cannot get on to the web classroom	**How to:** **1.** Have the student call into the meeting **2.** Give them one of the following phone numbers **a.** 6465588656 **b.** 669 900 6833 **3.** Give them the class meeting id  **a.** Found in the upper left corner of your meeting space **b.** You may need to put the cursor up there for it to show **c.** The meeting ID will change with each course **4.** They do not need an access code, just touch the pound sign **5.** This will show them as called in