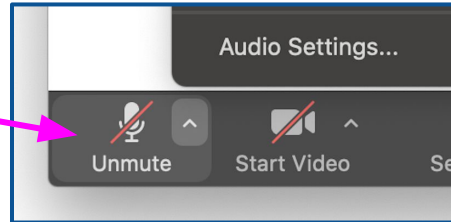


# Zoom Troubleshooting Guide

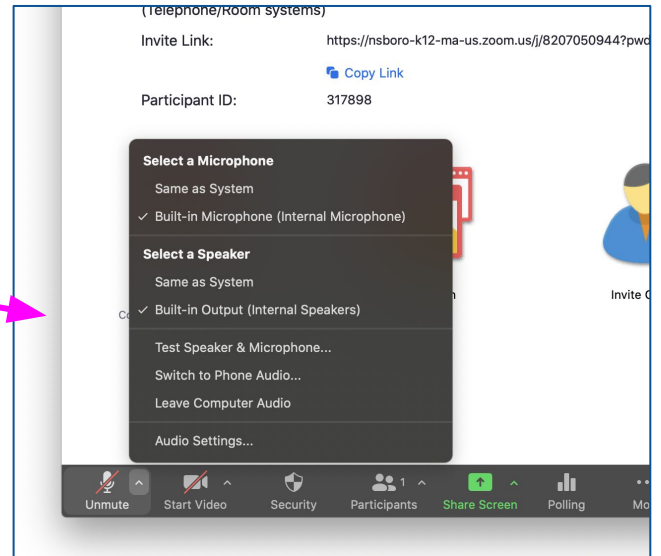
Google Chrome 53.0.2785 or higher, Internet Explorer 10 or higher, Microsoft Edge 38.14393.0.0 or higher, Google Chrome 53.0.2785 or higher, Safari 10.0.602.1.50 or higher, Firefox 49.0 or higher

FOR **COMPUTER** USERS: 🎧 Headphones help to eliminate background noise!

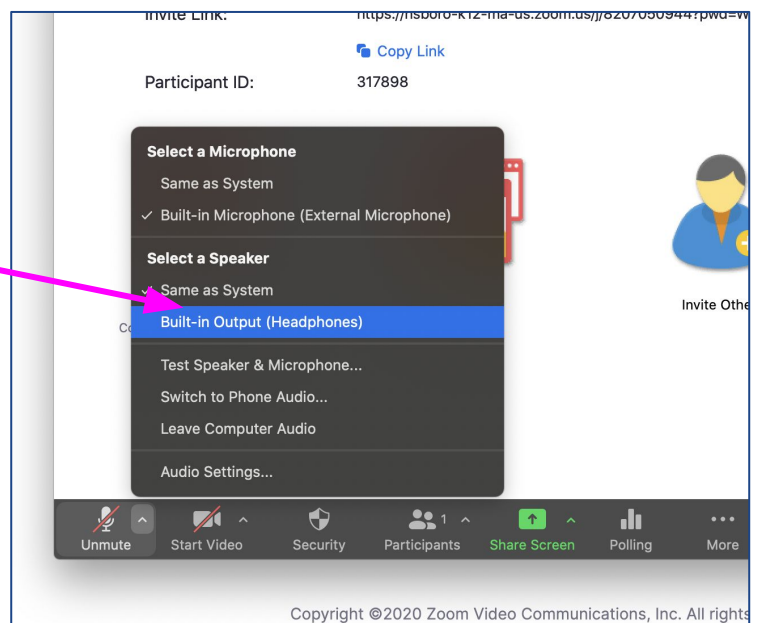
When you start the meeting, Zoom may have muted you and turned your camera off. If you click on the icon, you will unmute yourself, and the camera will turn on.



If you are struggling to hear the meeting attendees or the meeting attendees are having trouble hearing you, click on the microphone icon arrows, which should connect to your system speakers and microphone.



If you are using headphones, check to be sure the computer connects the headphones with the Zoom call.

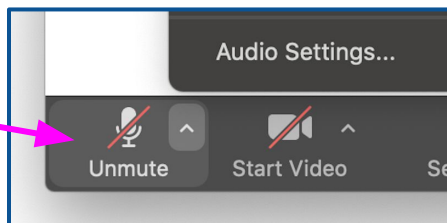


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If you get disconnected from the meeting, try to enter again. The host will let you reenter the conference.



Sometimes, you have to update your computer to be sure Zoom is working properly.



If you are cannot get connected, please email [mpuopolo@nsboro.k12.ma.us](mailto:mpuopolo@nsboro.k12.ma.us)



# Zoom Troubleshooting Guide

Google Chrome 53.0.2785 or higher, Internet Explorer 10 or higher, Microsoft Edge 38.14393.0.0 or higher, Google Chrome 53.0.2785 or higher, Safari 10.0.602.1.50 or higher, Firefox 49.0 or higher

FOR Ipad USERS:



Headphones help to eliminate background noise!

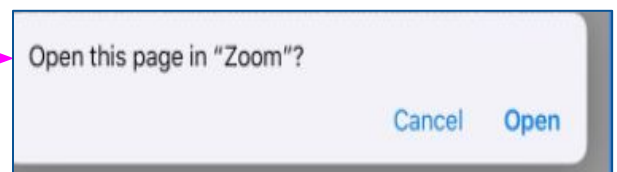
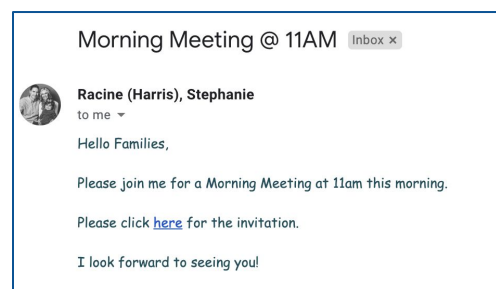
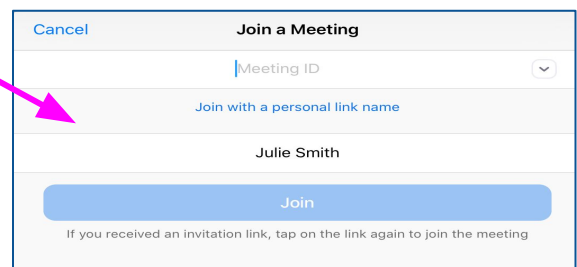
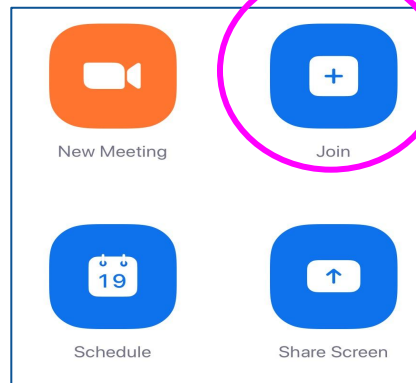
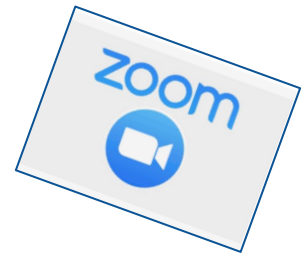
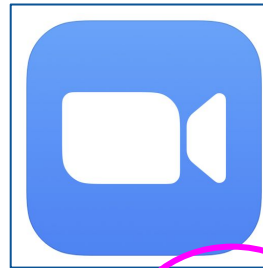
Download the Zoom Cloud Meetings app.

Option 1:  
Open the app and tap *Join*.

Enter the meeting ID number your teacher sends you and then click *Join*.

Option 2:  
Click on the link your teacher sends or posts.

Tap *Open* to open the meeting in the Zoom app.



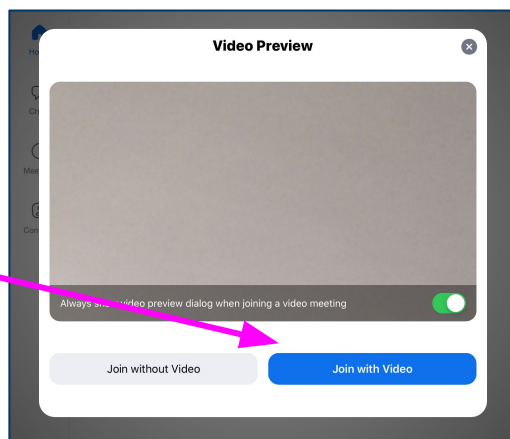
# Zoom Troubleshooting Guide

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FOR **Ipad** USERS:

 Headphones help to eliminate background noise!

Tap join with Video



Tap *Call using Internet Audio*

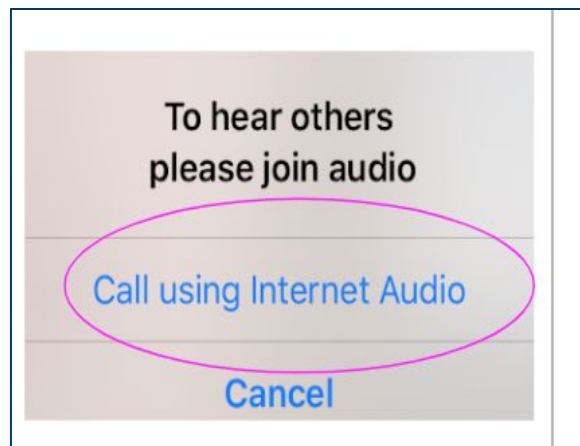
Troubleshooting:

What if my teacher cannot hear me?

- Top right corner next to the microphone, click the ^ arrow to try other microphones.

What if my teacher cannot see me?

- Top right corner next to the video camera, click the ^ arrow to try other cameras your computer may be connected to.



When the meeting has come to an end, you will want to exit the room by clicking *Leave Meeting* in the upper left hand corner.

