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Instructions On How To Use Zoom For Your Tutoring Session:

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Instructions on "How To Use Zoom" per type of device:

 Windows   Mac   Linux   Android   iOS   Web Browser   Email

 Messaging   Telephone   H.323/SIP

Note: **You can join a meeting with or without signing in.** A Zoom account is not required **if you are strictly joining Zoom Meetings as a participant**. If someone invites you to their meeting, you can join as a participant without creating an account.

1. **How do I join a Zoom meeting?** You can join a meeting by clicking the meeting link and follow the prompts depending on type of device, then enter in the meeting ID.
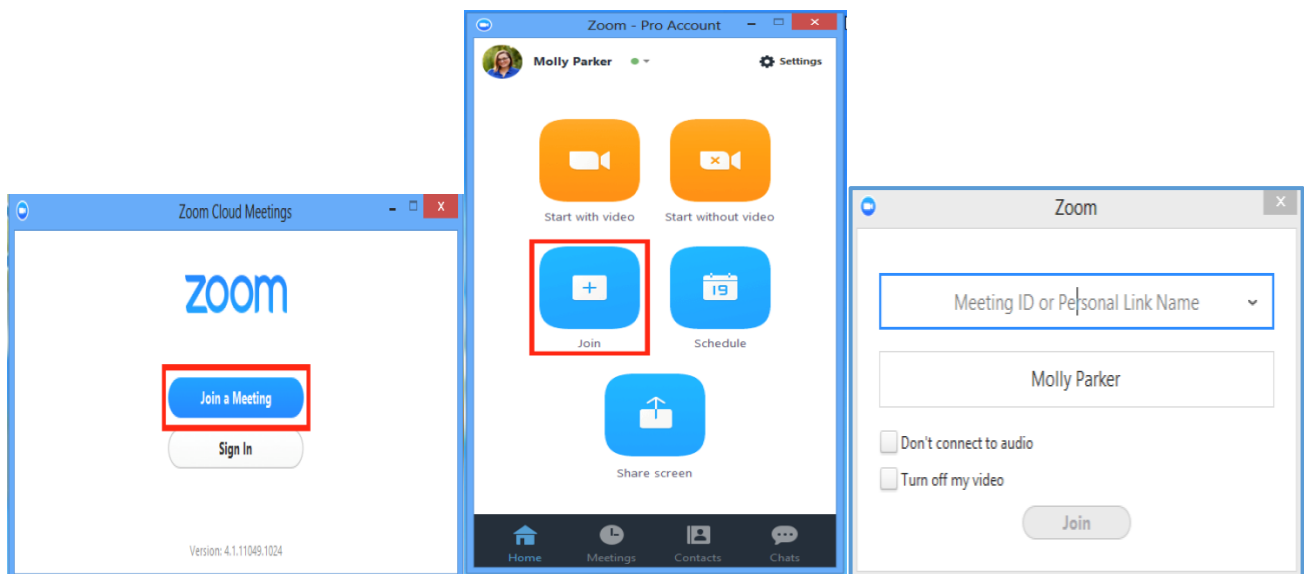
2. After entering the Meeting ID number and your name, select if you would like to connect audio and/or video then select, **Join**.
3. If you have problems hearing or viewing, you can use the following troubleshooting tips:

Troubleshooting Camera/video tips for Windows
- Make sure that all other programs that utilize the camera are not using the camera or are closed.
- Restart your computer.

(205) 567-3603 ǀ (205) 862-0849
mybizserves@yahoo.com
www.migs.solutions

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- Uninstall the Zoom client and reinstall the latest version from our Download Center.
- Visit your device's support and downloads page to update the camera driver:
- Logitech, Dell, Lenovo, HP, ASUS, Samsung, Sony (PC) (Webcams)
- Windows 10 has a privacy feature that may block Zoom from using the camera. Learn more about this feature and how to allow Zoom access to your webcam.

Troubleshooting Camera/video tips for macOS

- Make sure that all other programs that utilize the camera, such as Photo Booth and Facetime, are closed.
- Restart your computer.
- If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or Facetime.
- If it works elsewhere, uninstall the Zoom client and reinstall the latest version from our Download Center.
- If it does not work in any application, contact Apple support.

Troubleshooting camera/video tips for Android devices

- Attempt to start your video by tapping **Video**.
- Switch between the front camera and the back camera by tapping **Switch Camera**.
- **Check if any other applications are already using the camera.**
- Open recent applications. How to open this varies by devices. Close any applications that are using the camera.
- Check that Zoom has permissions for the camera.
    - Open the device **Settings**.
    - Tap **Applications**.
    - Tap **Application Manager**.
    - Tap **Zoom**.
    - If it does not list access to **take pictures and videos**, uninstall and reinstall the app as shown below:

Uninstall and reinstall the Zoom app.
- Open your device **Settings**.
- Tap **Applications**.
- Tap **Application Manager**.
- Tap **Zoom**.
- Tap **Uninstall**.
- Confirm **Uninstall**.
- Open the Play Store.
- Search for **Zoom Cloud Meetings**.
- Tap **Install**.

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- Restart your Android device.

Troubleshooting Audio Echo In A Meeting

If you hear audio echo or audio feedback during your meeting, there are 3 possible causes:

1. A participant has both the computer and telephone audio active
2. Participants with computer or telephones speakers that are too close to each other
3. Multiple computer with active audio in the same conference room
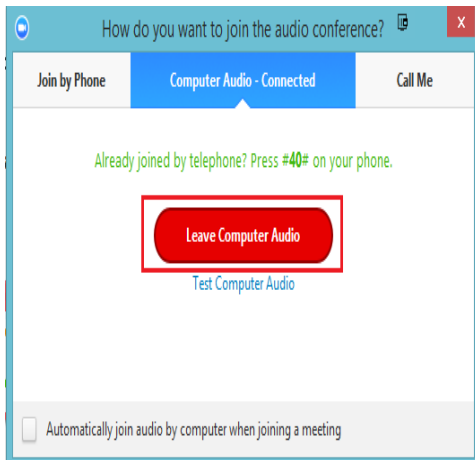
Case 1: A participant has **both** the computer and telephone audio active
- If you join from a computer and call in from the telephone, please make sure you either Enter your *participant ID* when calling in, or enter your *#participant ID#* when already in the call
- Or, manually **leave computer audio** on your computer

Case 2: Participants with computer or telephone speakers that are **too close** to each other
If another participant is too close to you, and both of you have speakers on, please l*eave audio conference* on one of the computers or hang up of the telephone connections.

Case 3: Multiple computers with active audio in the same conference room
If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.
- Select **Audio Options** > **Leave Computer Audio** (PC/Mac) or **Disconnect** (Android/iPhone).
- Muting is not enough as you mute the mic but the speaker is still on.
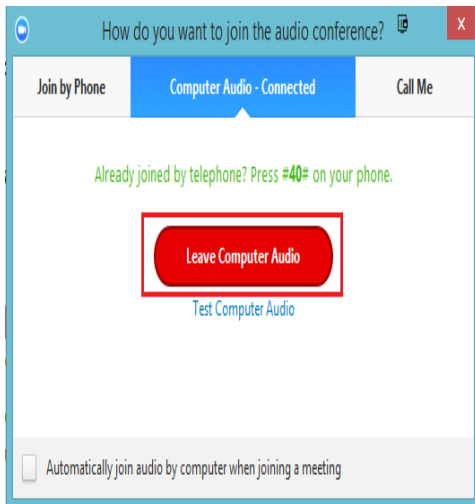
Troubleshooting Speaker Issues

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

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- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker: ◁ On

- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.
- Reinstall Zoom from the Apple App Store or Google Play

Troubleshooting Microphone Issues

- Ensure the microphone is not on mute. If you see the muted Audio icon in the meeting controls, tap it to unmute yourself:
- If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the host.
- Ensure you have connected your mobile device's audio. If you see the following Audio icon in the meeting controls, tap it and select Call via Device Audio. If prompted, allow Zoom to access your microphone.
- Try using earphones with a microphone.
- Ensure Zoom has access to your device's microphone.

iOS: Go to Settings > Privacy > Microphone and switch on the toggle for Zoom.
- Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
- Restart your iOS device.
- Reinstall Zoom from the Apple App Store, if needed

Android: Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for Zoom.
- Ensure that no other applications are using the microphone at the same time.
- Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
- Reinstall Zoom from Google Play, if needed