## Zoom Meeting Troubleshooting

## Audio issues (What to do if you cannot hear the student):

1. Open up the meeting screen and click the upward arrow near the mic icon that says 'Mute' on the bottom.



2. Select 'Audio Settings...'



3. Make sure you are on the audio section on the left sidebar. Choose the proper speaker device by clicking the little arrow to see your available options.

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Accessibility	Use separate audio device to play ringtone simultaneously		
	Automatically join audio by computer when joining a meeting		
	Mute my microphone when joining a meeting		
	Press and hold SPACE key to temporarily unmute yourself		
	Sync buttons on headset		
	Advanced		

4. Test that the speaker works before saving your changes by clicking 'Test Speaker.'

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		Mute my microphone when joining a meeting	
		Press and hold SPACE key to temporarily unmute yourself	
		Sync buttons on headset	
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5. The speaker is all set once you are hearing sounds and seeing the 'output level' bar moving.

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		Mute my microphone when joining a meeting	
		Press and hold SPACE key to temporarily unmute yourself	
		Sync buttons on headset	
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## Microphone issues (What to do if a student cannot hear you):

6. Make sure you are on the audio section on the left sidebar. Choose the proper microphone device by clicking the little arrow to see your available options.

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t	Accessibility	Use separate audio device to play ringtone simultaneously		
		Automatically join audio by computer when joining a meeting		
		Mute my microphone when joining a meeting		
		Press and hold SPACE key to temporarily unmute yourself		
		Sync buttons on headset		
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7. Test that the microphone works before saving your changes by clicking 'Test Microphone.'

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t	Accessibility	Use separate audio device to play ringtone simultaneously	
		Automatically join audio by computer when joining a meeting	
		Mute my microphone when joining a meeting	
		Press and hold SPACE key to temporarily unmute yourself	
		Sync buttons on headset	
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8. Close the settings window once you chosen & tested the proper speaker and microphone.