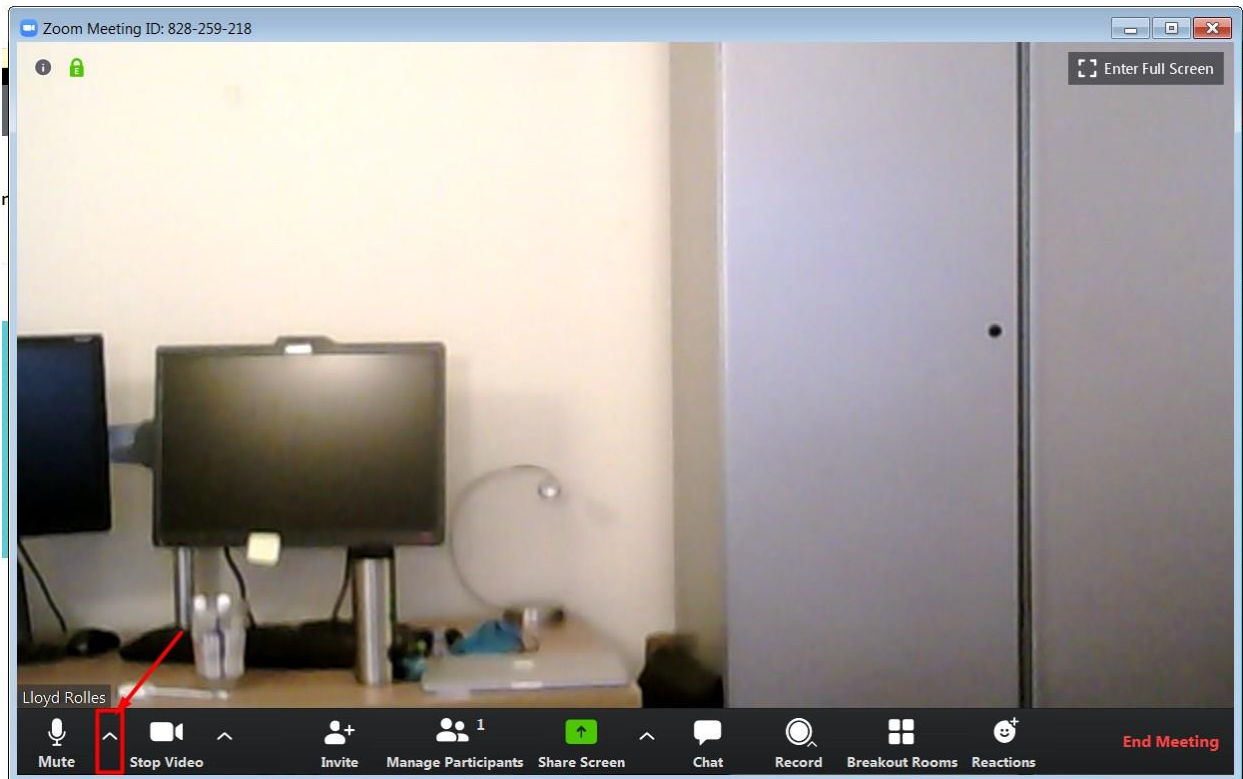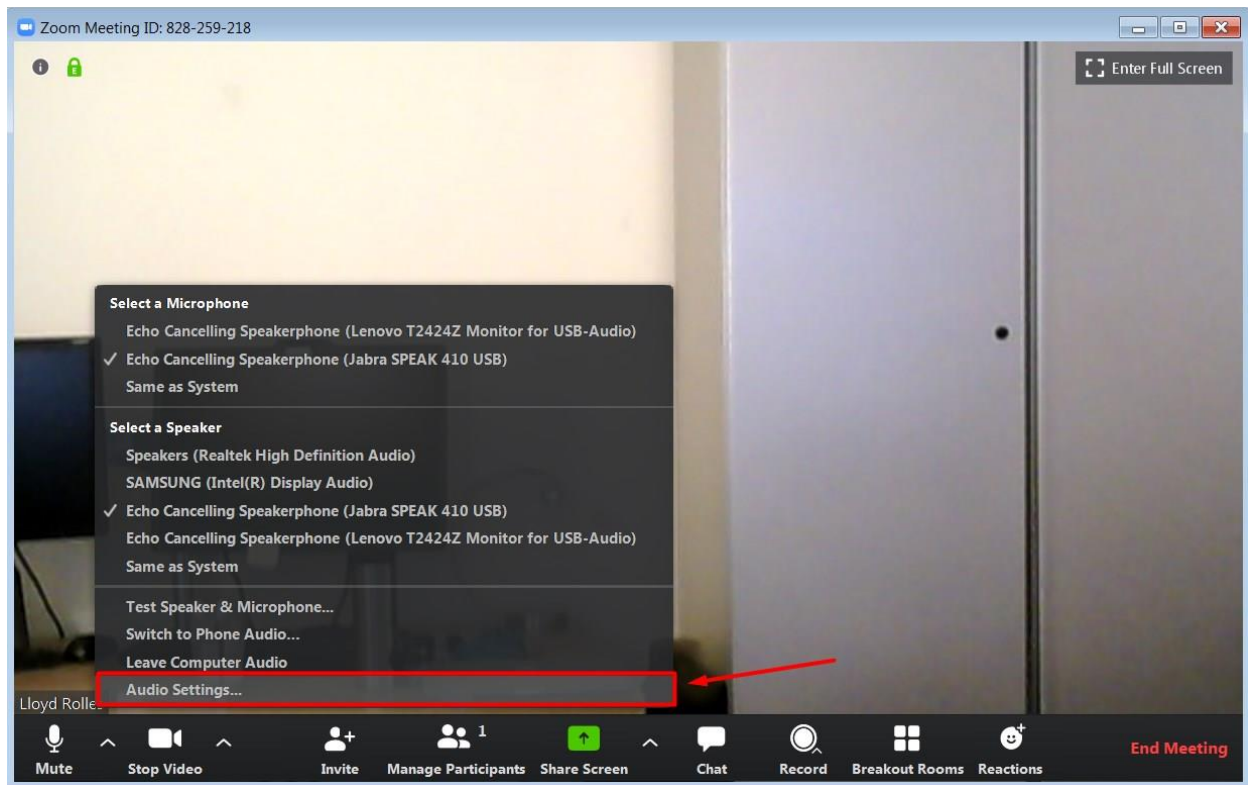# Zoom Meeting Troubleshooting

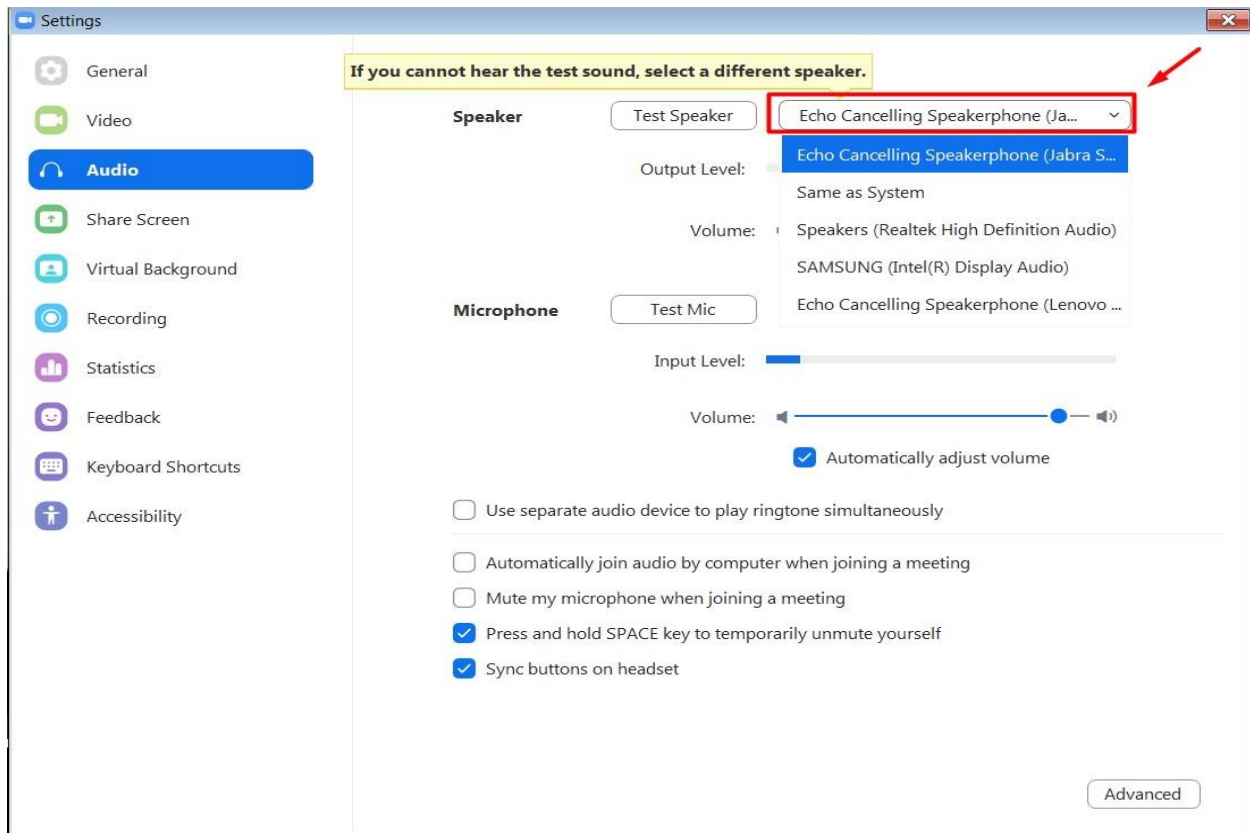**<u>Audio issues (What to do if you cannot hear the student):</u>**

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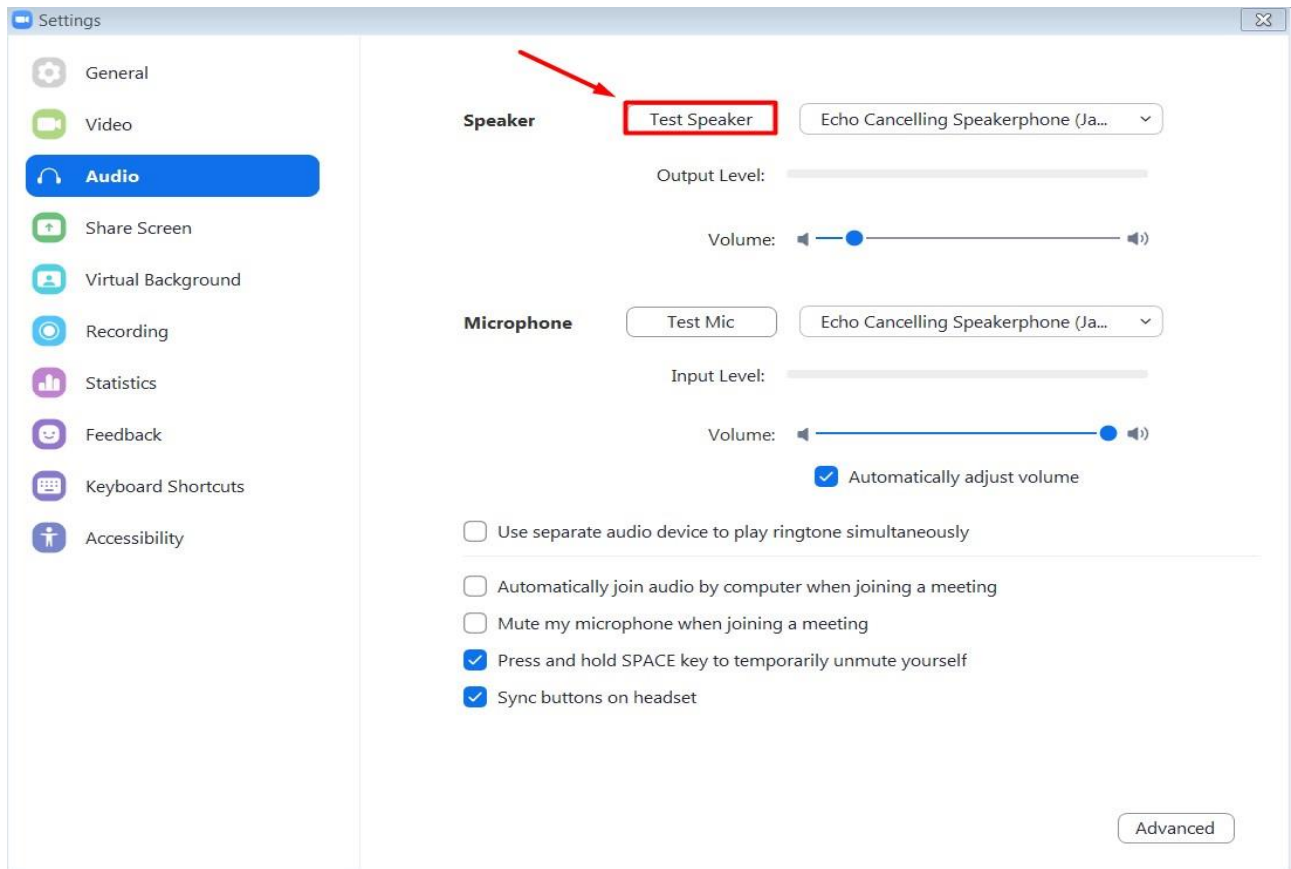
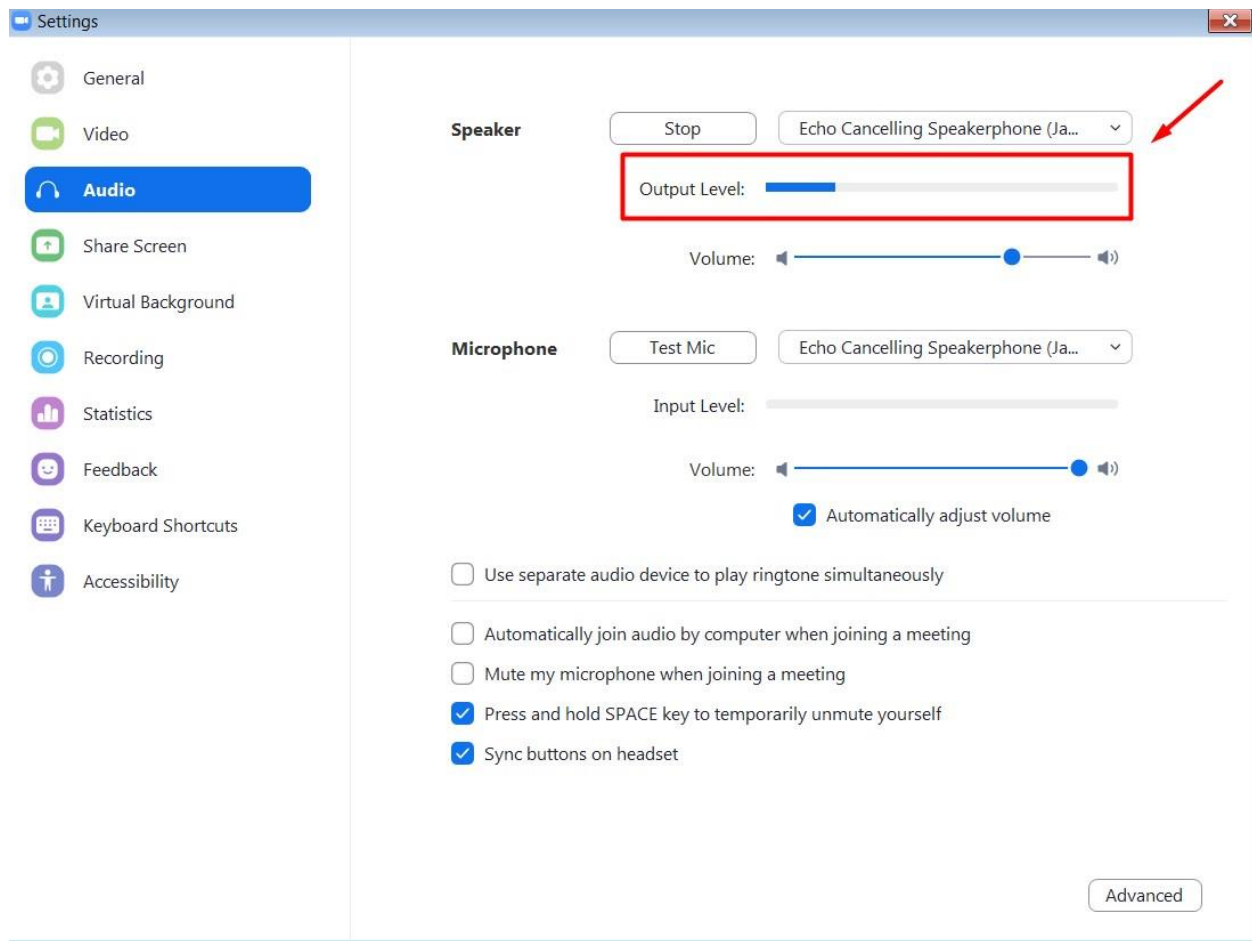2. Select 'Audio Settings...'

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.

4. Test that the speaker works before saving your changes by clicking 'Test Speaker.'
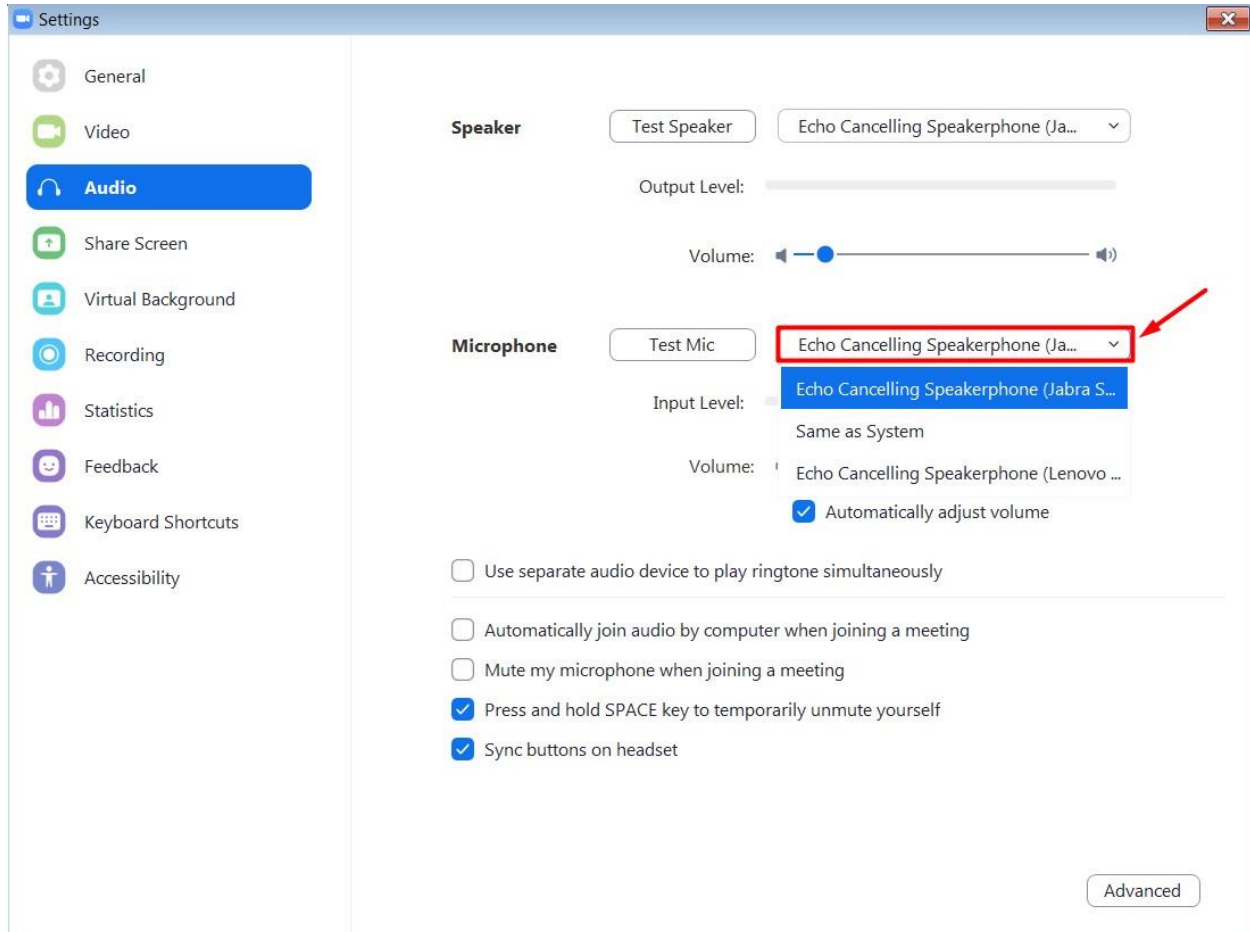
5. The speaker is all set once you are hearing sounds and seeing the 'output level' bar moving.
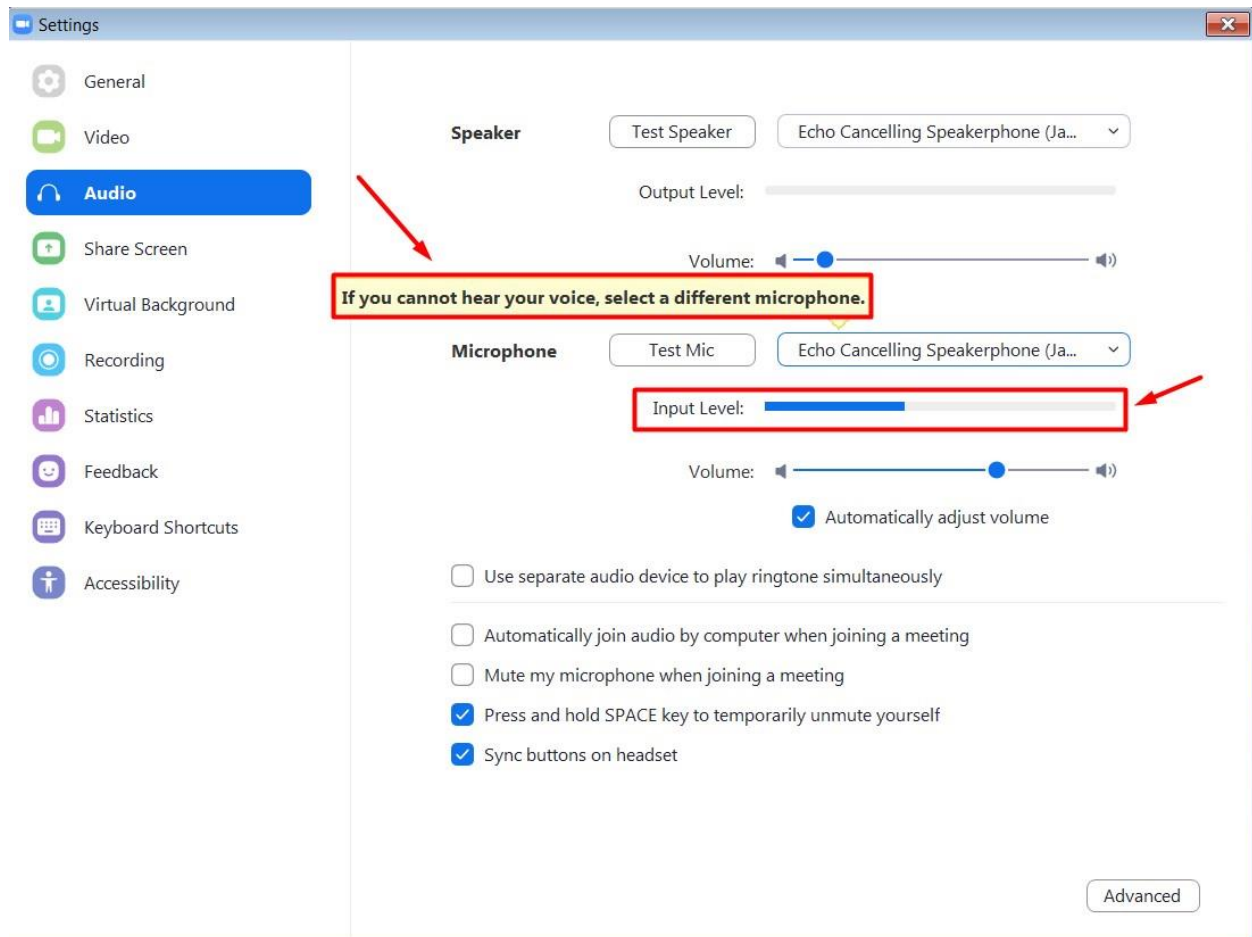
Microphone issues (What to do if a student cannot hear you):

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.

7. Test that the microphone works before saving your changes by clicking 'Test Microphone.'

8. Close the settings window once you chosen & tested the proper speaker and microphone.