

Using Zoom Teleconferencing Technology: Frequently Asked Questions

Q: How do I get my audio to work on my computer?

A: When you join the Zoom meeting, you should be prompted to join audio by dialing in on your phone or using your computer audio. If your computer does NOT have a microphone, please dial in on the phone.

To join audio by phone:

- Call 646-876-9923 (for NY/US East Coast; local numbers available here: <https://zoom.us/j/adiiRcHOE6>).
- When prompted, enter the nine-digit meeting ID and press #. Enter your participant ID if it is visible (would appear at the top of the Zoom meeting browser window) so that your video and audio are connected.

To join audio on your computer:

- Click on the “Join Computer Audio” tab on the pop-up window that appears when you first join the meeting.
- Click on “Test Speaker and Microphone” to make sure that your audio connections are working and that Zoom has recognized the correct speaker and microphone.
- If the tests are successful, click on the “Join Computer Audio” button on the window that popped up when you tested your speaker and microphone. If not, please connect your audio via telephone.

Q: What do I do when my camera isn't working on my computer?

A: Make sure your video is turned on by checking the bottom left of the Zoom meeting browser window; the camera icon should be present and without a red slash through it. If you do not see this icon, click on “Join Video” which will allow your video to connect.

If you are still unable to get your camera to work and need to have your video on, you can connect to the Zoom meeting on your smartphone or tablet by downloading the Zoom app and entering the nine-digit meeting ID.

Q: How do I access the Zoom meeting chat?

A: At the bottom of the Zoom meeting window, click on the “Chat” icon. The chat will then appear on the right-hand side of the window, or, if you are in full screen, it will appear as a smaller pop-up window.

Q: How do I mute myself when I've joined a meeting by phone?

A: Please press *6 to mute yourself on the phone; you can use the same command to unmute yourself.

Q: How do I change the meeting view so I can see other participants?

A: At the top right of the Zoom meeting browser window, you will see an icon for "Speaker View," which is usually the default meeting view setting. This view allows you to see all meeting participants along the top of the window, with whoever is speaking in the center of the window in a larger view (click the arrows left and right to view the rest of the participants). If you click on "Speaker View" it will switch to "Gallery View," which allows you to see all participants in the main window. Whoever is speaking will have their video image border highlighted.

Q: Why do I hear an Echo when I speak?

A: You have joined audio through two connections—probably your computer audio and your phone. Mute or disconnect one to resolve this issue.

Q: Why do screens freeze?

A: This is due to low bandwidth. If you are the meeting host, ask person with the frozen screen to disable their video (camera icon at the bottom left of the Zoom browser window). They can still view session, but everyone will see only their name.