Common Problems with Zoom Meetings

The Hyperlink Doesn't Work

1. Open the Zoom email.
2. Copy the meeting ID (and password if there is one.)
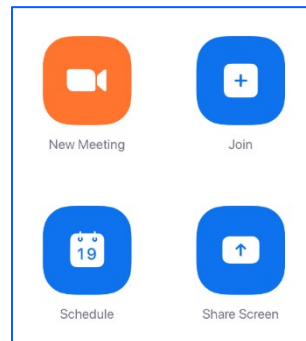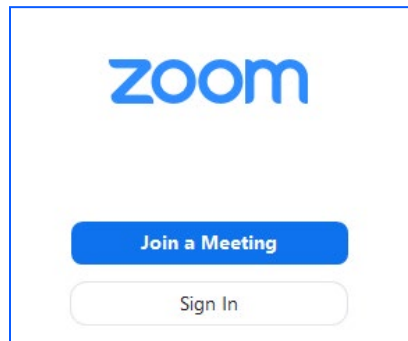
Topic: Happy Hour
Time: Apr 2, 2023 06:30 PM Eastern Time (US and Canada)
        Every week on Sun, until May 21, 2023, 8 occurrence(s)

Join Zoom Meeting
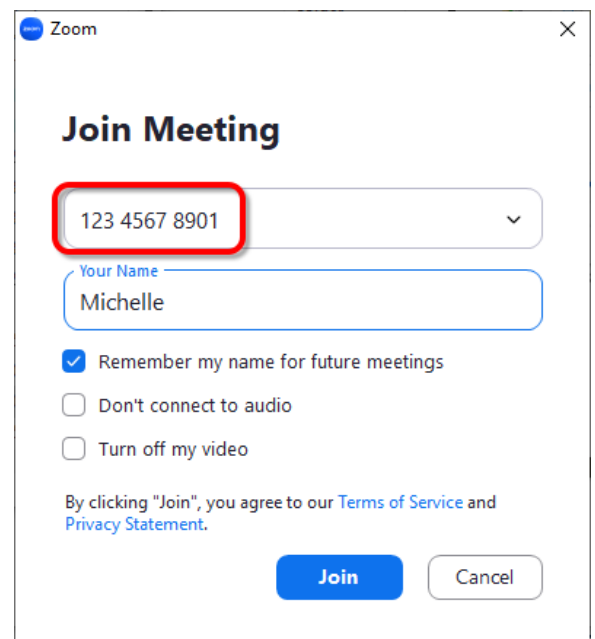https://wvu.zoom.us/j/92957566889?pwd=ZkRrQnVUczVhbWVGcjg0VXM5TTJWUT09

Meeting ID: 123 456 7890
Passcode: Password!

3. Open the Zoom app you installed on your device.
   - For Windows computer, Click or tap the Start button, then type **Zoom**. If the app is installed it should appear.
   - For tablets and phones, look for the Zoom link in your list of apps.
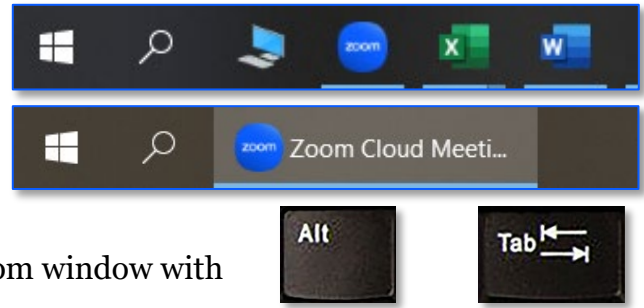4. Click or tap **Join a Meeting / Join**.

5. Enter / Paste the Meeting ID from your email.
6. Enter / Paste the password (if there is a password).
7. Click / tap **Join**.
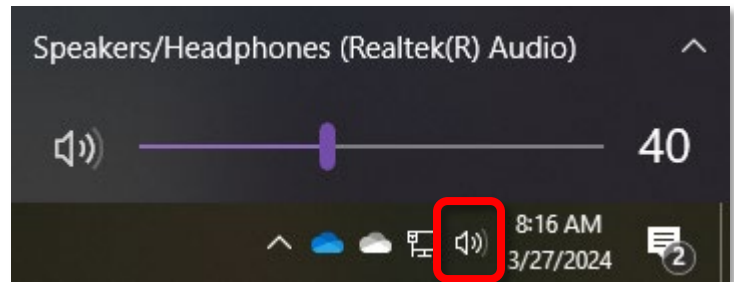
Nothing Happened

See if the Zoom program launched and is hiding behind another window.

- Look at the taskbar on your computer. Look for the Zoom icon and click on it. Zoom should now be in front of your other windows.
- Press and hold the **Alt** key on your keyboard. Tap the **Tab** key on your keyboard. Select the Zoom window with your mouse.

You Can't Hear Anyone

- Make sure your speakers are working.
- Make sure your volume is turned up.
    - Notification area -> Sound icon
    - **Windows Menu** -> **Settings** -> **System** -> **Sound**
- If your speakers are not working, plug a pair of headphones into your device.

People Can't Understand You

Plug a pair of headphones with a microphone into your device. You can use something as fancy as a gaming headset or as simple as the earbuds that used to come with smart phones.
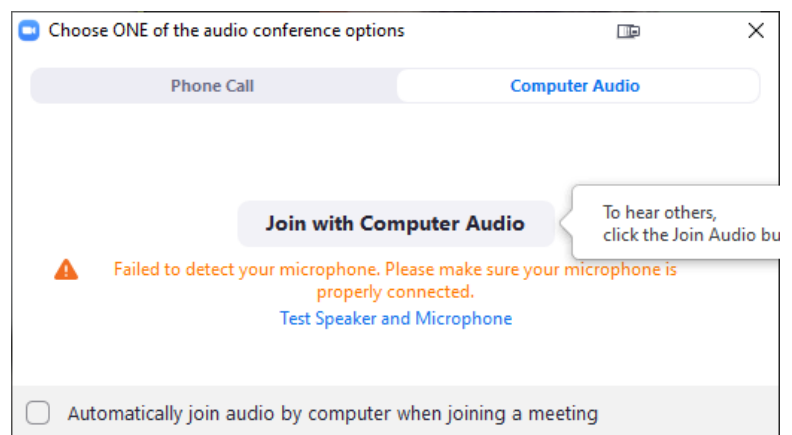
No One Can See or Hear You

The most common reason for this issue is that your computer does not have a camera or microphone.

If you receive the message to the right, it is possible you do not have a webcam or microphone on your computer. You can purchase a headset or use one you already have.
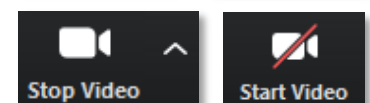
If you are certain you have a camera and microphone, check the following options.

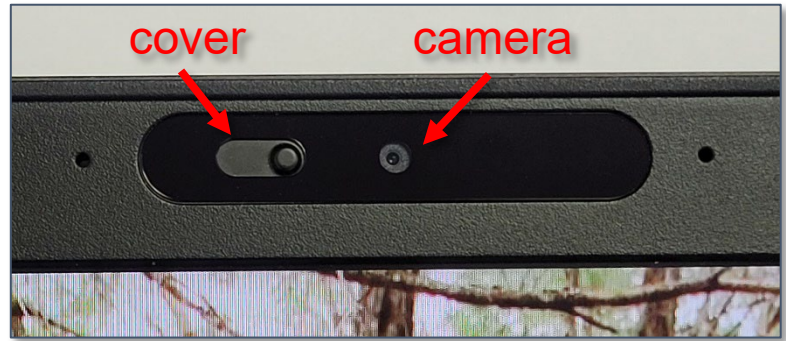Make sure **Mute** is not toggled on. If it is, click **Unmute**.

Check your **Video** icon, to make sure it is not toggled off.
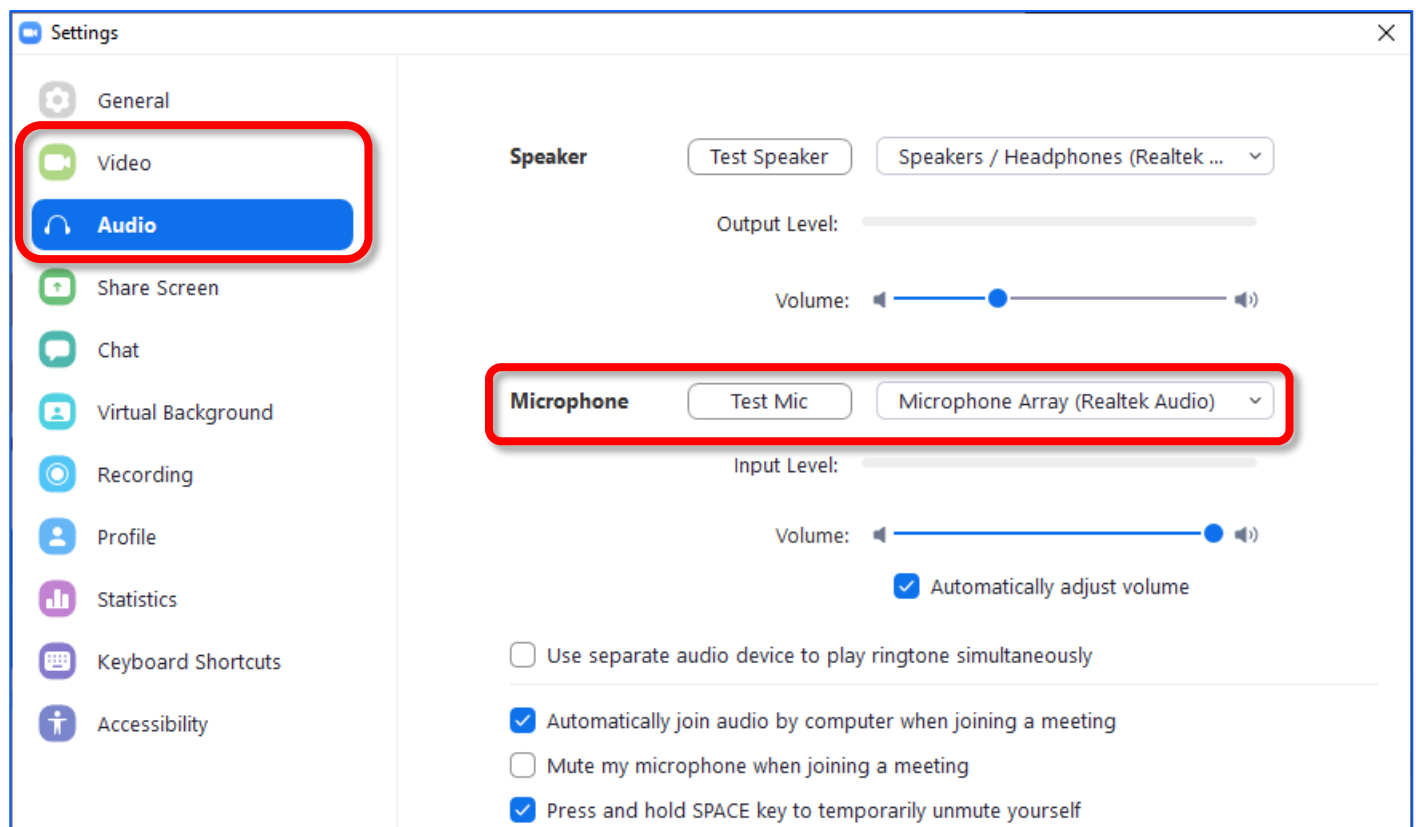
No One Can See You But Your Camera Is On?

Newer laptops often come with a video camera cover. Sliding the toggle should allow other people to see you.

Above your laptop monitor, look for you camera. Beside that look (or feel) for a slider. Push that slider in the opposite direction and your camera should be uncovered.
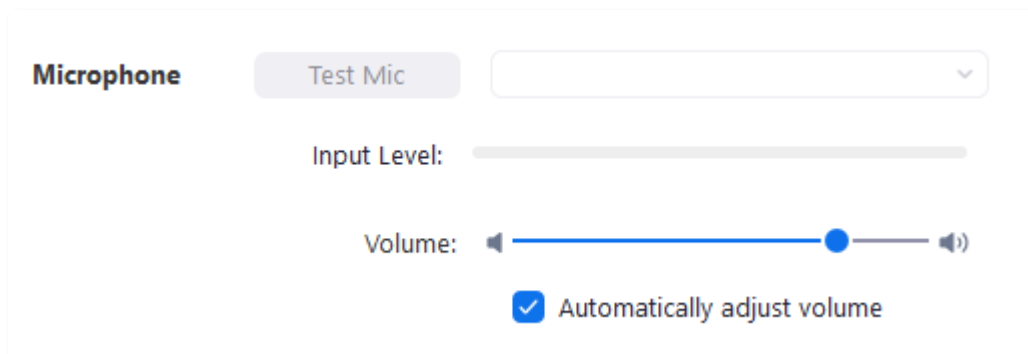

Zoom Settings

Click the carat (^) beside the mic or video icon to check your settings. See if you can select a different web cam or microphone.

If your Microphone area is blank / grayed out, you do not have a microphone on your computer.

Using Zoom & Installing Zoom
Please check our document repository for step-by-step instructions on installing or using Zoom:
https://www.olliatwvu.org/current-members/tech-documents/

Please Support OLLI@WVU!

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