

Zoom Meeting Overview

Joining the meeting or webinar

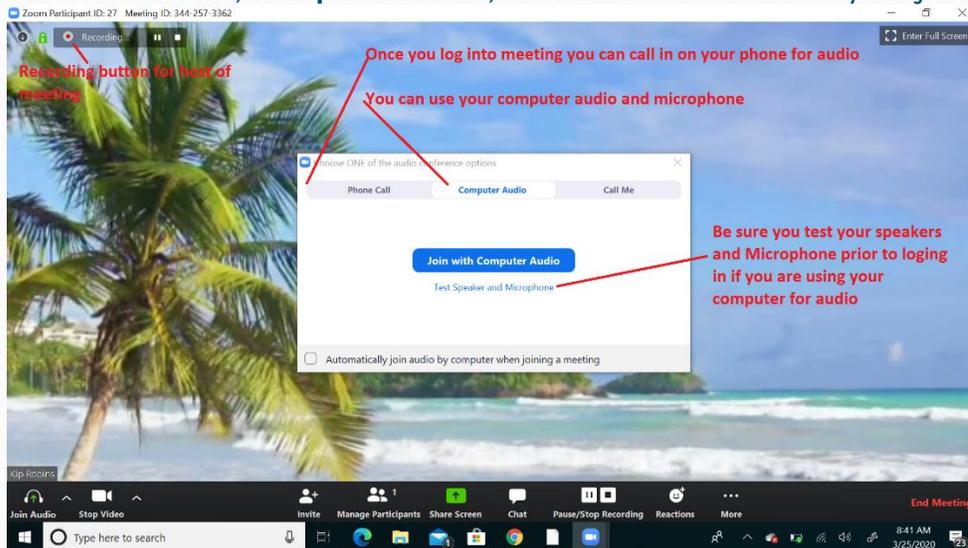
1. Click the link to join the meeting.
2. An option **Join from your Browser** may appear automatically. If it does not, select **download & run Zoom**.
3. The option **Join from your Browser** will appear.
4. You will be prompted to enter your name.
5. Click **Join** to be taken into the meeting.



Join audio

Once you have joined, you can join the audio by computer, [dial in by telephone](#), or choose [call me](#) (if enabled for the host's account). **Call Me** and toll-free numbers require an [audio conferencing plan](#).

1. Click **Join Audio**.
2. Click **Phone Call**, **Computer Audio**, or **Call Me** tab to choose your join method.

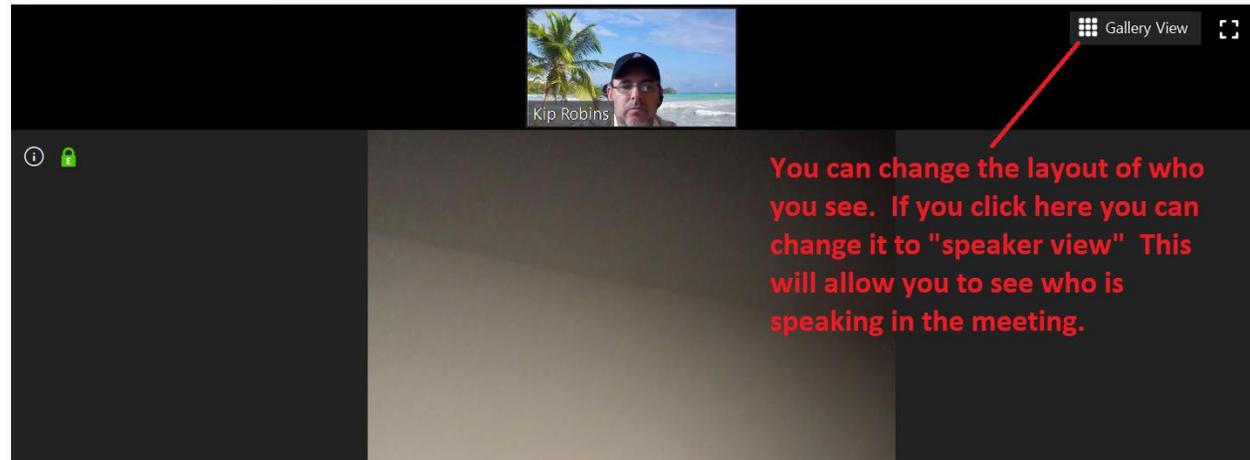


- **Phone Call:** Follow the instructions on the screen for dialing in by phone.
- **Computer Audio:** Click **Join Audio By Computer**. After joining computer audio, you can Mute/Unmute at the lower left corner or click on the ^ to select a different microphone and/or speaker.

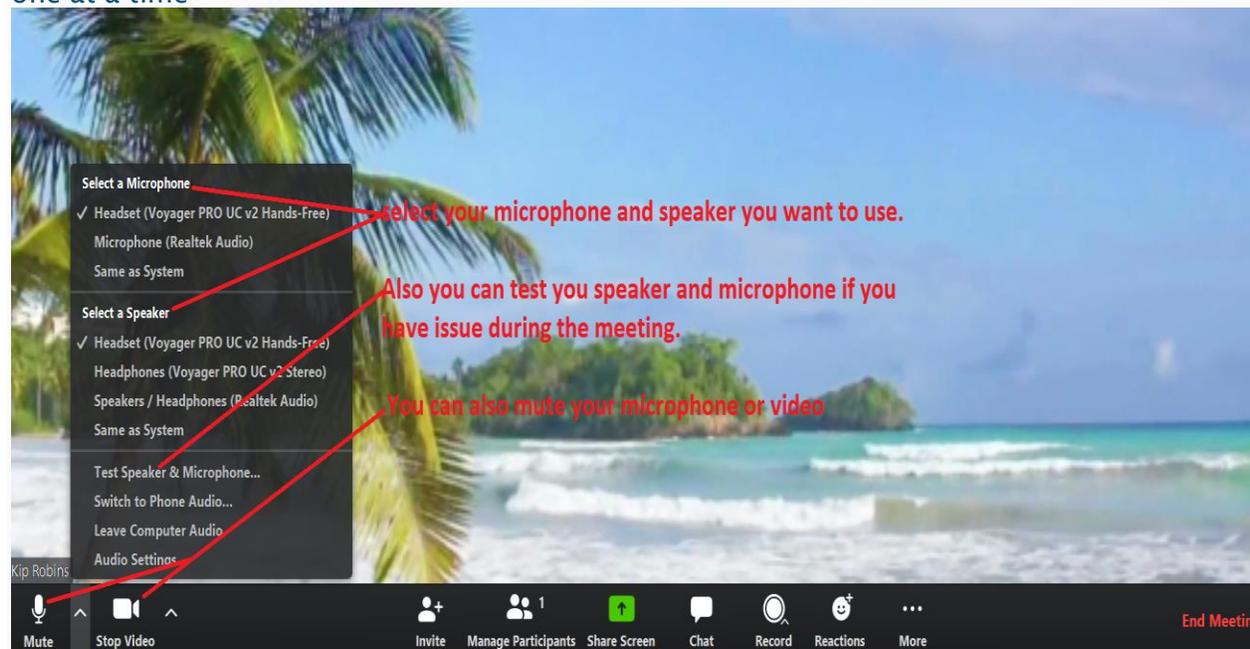
Viewing video

When joined into a Zoom meeting from the web client, you can view one participant's video in [active speaker](#) view or if the host spotlights a video. If multiple participants are sharing their video, you will only be able to see

Zoom Meeting ID: 344-257-3362



one at a time



Mobile Users

Zoom mobile app on iOS or Android (available on Apple App Store and Google Play)

IOS Devices

Prerequisites

- Zoom Cloud Meetings app (available on the [App Store](#))

Sign in and Join



Open the Zoom app and sign in to your account to access all features.

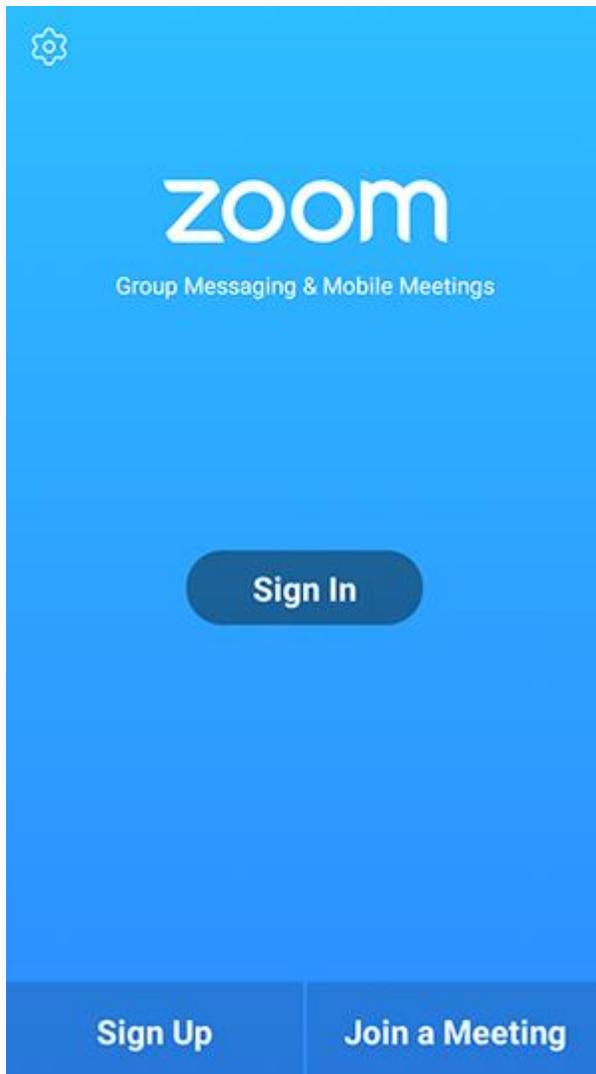
You can also [join a meeting](#) without signing in. Tap the gear icon to access basic meeting settings if you join without signing in.

Android

Prerequisites

- Zoom Cloud Meetings app (available on [Google Play](#))

Sign in and Join



Open the Zoom app and sign in to your account to access all features.

You can also [join a meeting](#) without signing in. Tap the gear icon to access basic meeting settings if you join without signing in.

Question and Answers

Joining a Meeting

How do I join a Zoom meeting?

You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID.

How do I join computer/device audio?

On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings.

Can I Use Bluetooth Headset?

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

Do I have to have a webcam to join on Zoom?

While you are not required to have a webcam to join a Zoom Meeting or Webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen, and view the webcam video of other participants.

Troubleshooting

My video/camera isn't working.

Overview

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Prerequisites

- Zoom desktop client
- Zoom mobile app

If you have not already, test your video to confirm that the correct camera is selected and adjust your video settings. [Learn how to test your video.](#)



Troubleshooting tips for Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from Zoom.

4. 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

There is echo in my meeting.

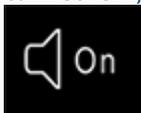
Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local

Mobile Users

Troubleshooting Speaker Issues

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

- 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:



- 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

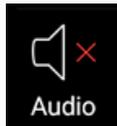
If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

- 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.
 - **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.
 - **iOS:** Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - **Android:** Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left or right to close an app.
- Restart your iOS device.
- Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)