Frequently Asked Question

for accessing live-streaming sessions

on

Zoom

- **Do I need a Zoom account to join a live streaming session?**

  No, you do not need a Zoom account to join a Zoom live streaming session. You can join your online class using only your registration number.

- **Can I use Zoom on a mobile device, such as a smartphone?**

  Yes. There are official free apps available for iOS and Android. The apps support many of Zoom's features.

- **Can I interact with the teacher during the live streaming session?**

  Yes, Zoom includes built-in group and private chat support. You can either post public messages for the whole class to see, or post questions to the teachers, that will only be viewable by the teacher.

- **How can I get the best audio experience?**

  Whenever possible, mute your microphone. We also recommend wearing headphones to eliminate feedback issues.

- **What kind of network connection should I use with Zoom?**

  Always try to use the best network connection available to participate in a Zoom meeting. In general, wired network connections do work better than wireless connections. Likewise, Wi-Fi is generally preferable to a cellular connection when using a mobile device.

- **How do I join a meeting?**

  Connect by computer:

  1. You can access the live streaming link via your VLE. This link will be different for different classes.
  2. To connect by computer, select the meeting URL. This should be an active hyperlink which should automatically launch the live streaming, but if the link is not active right-click on the URL and select "open this link", "go to this address" or copy and paste the entire URL into the address bar of your web browser.
  3. This will open your computer's default web browser. You will be prompted to "allow" the Zoom app > select "allow."
  4. The app automatically installs. Select "computer audio" and then you're connected to your meeting via audio and video.

  Connect by mobile device:

1. You will need to install the Zoom mobile device app in order to connect by mobile. Both android and IOS versions are available.
2. Tap the Zoom app icon on your device to open Zoom.
3. Once the Zoom app is open you join a live streaming session.
4. Selecting Join a Meeting will prompt you to enter the meeting ID of the meeting you are trying to join.

- **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.

- **My video/camera isn't working.**

  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's [Download Center](#).
  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.

1. Make sure that all other programs that utilize the camera, such as Photo Booth and Facetime, are closed.
2. Restart your computer.
3. If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or Facetime.
   - o If it works elsewhere, uninstall the Zoom client and reinstall the latest version from Zoom's [Download Center](#).
   - o If it does not work in any application, contact [Apple support](#).

Note: If you are on Mac OS 10.14 Mojave and are still having difficulty accessing the camera, check your operating system permissions to confirm that Zoom has access to 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 area

- **Audio isn't working on my mobile device.**

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.
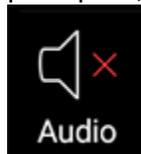
- Try using earphones with a microphone.
- Ensure Zoom has access to your device's microphone.
  - **iOS**: Go to **Settings** > **Privacy** > **Microphone** and switch on the toggle for Zoom.
  - **Android**: Go to **Settings** > **Apps & notifications** > **App permissions** > **Microphone** and switch 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 of right to close an app.
- Restart your iOS device.
- Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)