

Telepractice Connectivity and Troubleshooting Guide for Clients using Telepractice

Using the Zoom Application

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A. About Telepractice

- a. Telepractice is the use of technology to connect professionals, such as speech language pathologists (SLPs) to clients needing services regardless of distance (Symon, 2001).
- b. The use of telepractice in the field of speech-language pathology is growing every day.
- c. Telepractice can be a cost-effective and convenient way to offer treatment to people with limited access to transportation or services, such as those who live in rural or remote areas.

B. About the Zoom application

- a. Zoom is a secure, encrypted web-based videoconferencing software
 - i. HIPAA-Compliant: "We sign the HIPAA Business Associate Agreement (BAA) for our healthcare customers (minimum \$200), meaning we are responsible for keeping your patient information secure and reporting security breaches involving personal healthcare information. We do not have access to identifiable health information, and we protect and encrypt all audio, video, and screen sharing data." (Zoom Communications, Inc., 2017)

C. Using Zoom

a. Downloading Zoom

i. Desktops (MAC, PC) and Laptops (MAC, PC)

1. Automatically

- a. Click on the link provided in the invitation email.

to me ▾

Join Zoom Meeting

<https://zoom.us/j/194788496>

One tap mobile

+1 408 638 0968,,194788496# US (San Jose)

+1 646 558 8656,,194788496# US (New York)

Dial by your location

+1 408 638 0968 US (San Jose)

+1 646 558 8656 US (New York)

Meeting ID: 194 788 496

Find your local number: <https://zoom.us/j/194788496>


- b. A new web window will open. Click 'download & run Zoom' if it does not happen automatically.

If nothing prompts from browser, [download & run Zoom](#).

- c. A computer window will open. Click 'save file.'

Opening ZoomInstaller.exe

You have chosen to open:

 ZoomInstaller.exe

which is: Binary File (10.5 MB)

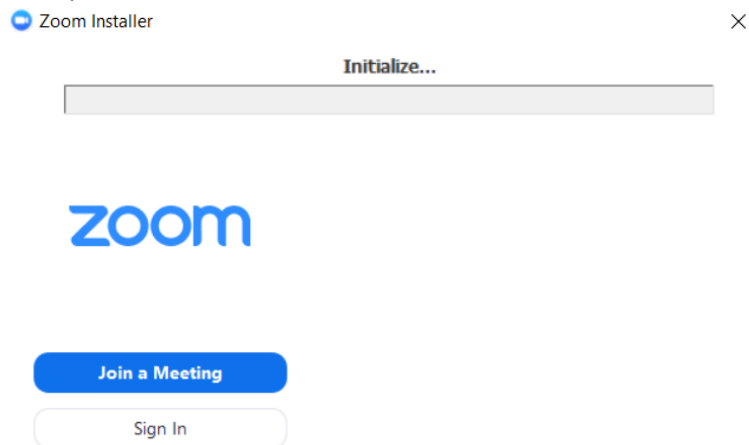
from: <https://d11yldzmag5yn.cloudfront.net>

Would you like to save this file?

Save File

Cancel

- d. A Zoom installer window will open and when it is finished, Zoom will open.



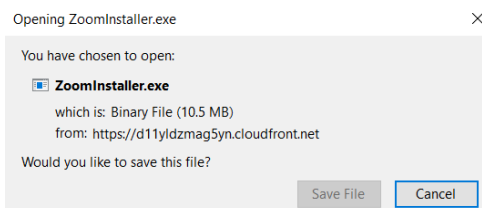
2. Manually

- Go to <https://zoom.us/download>
 - Select “download” under “Zoom Client for Meetings”
- Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



- c. A computer window will open. Click ‘save file.’



- d. A Zoom installer window will open and when it is finished, Zoom will open.



zoom

Join a Meeting

Sign In

- e. If Zoom does not open automatically, open your devices file explorer and click on the 'downloads' tab. Click on 'zoom installer.'
- f. Zoom will install and open.

ii. iPad/iPhone

1. Automatically

- a. Click on the link provided in the invitation email.

to me ▼

Join Zoom Meeting

<https://zoom.us/j/194788496>

- b. A safari window will open. Click on the App Store link in the bottom right hand corner.

Your meeting should start in a few seconds...

If not, [try again](#).

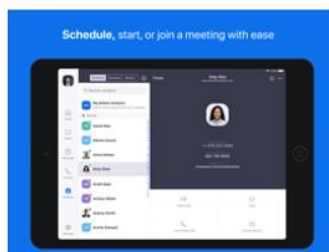
First-time user, please download Zoom app from [App Store](#).

- c. The App Store will open with the page to download Zoom open. Click 'Get.'



ZOOM Cloud Meetings
 Zoom
 ★★★★★ (50,547)

GET



- d. When Zoom is done downloading, click 'open.'



ZOOM Cloud Meetings

Zoom >

★★★★★ (50,547)

+ OPEN

Details

Reviews

Related

- e. Zoom will open and you can sign up, sing in, or join a meeting.

Start a Meeting

Start or join a video meeting on the go



• • • • •

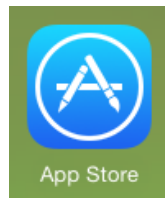
Join a Meeting

Sign Up

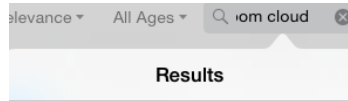
Sign In

2. Manually

- a. Click on the App Store application.



- b. Search for 'Zoom cloud meetings.'



zoom cloud meetings

c. Click 'Get.'



d. When Zoom is done downloading, click 'open.'



e. Zoom will open and you can log in, sign up, or join a meeting.

Start a Meeting
Start or join a video meeting on the go



• • • •

Join a Meeting

[Sign Up](#)

[Sign In](#)

iii. Android

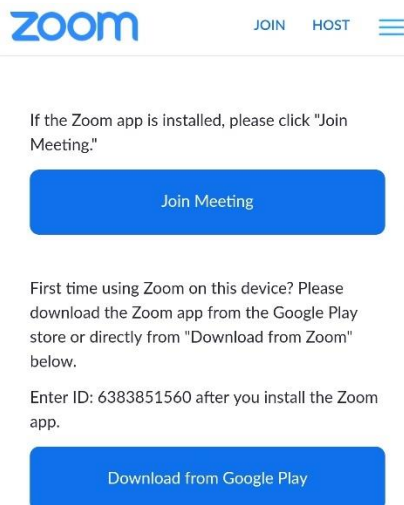
1. Automatically

- a. Click on the link provided in the invitation email.

Join Zoom Meeting

<https://pdx.zoom.us/j/617751486>

- b. A new page will open and allow you to download the app from the Google Play store. Click 'download from Google Play.'



- c. Google play will open. Click 'install.'

← Google Play 🔍 ⋮



ZOOM Cloud Meetings

zoom.us

4.4 ★
87K reviews

10M+
Downloads

E
Everyone

Install

d. Click 'open.'

← Google Play 🔍 ⋮



ZOOM Cloud Meetings

zoom.us

Uninstall

Open

e. Zoom will open and you can sign up, sign in, or join your meeting.

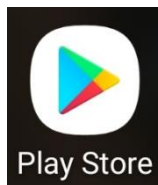
Join a Meeting

Sign Up

Sign In

2. Manually

a. Go to the 'Play Store' app.



b. Search for 'Zoom cloud meetings.'

← zoom cloud meetings ✕



ZOOM Cloud Meetings

c. Click 'install.'

← Google Play 🔍 ⋮



ZOOM Cloud Meetings

zoom.us

4.4 ★
87K reviews

10M+
Downloads

Everyone ⓘ

Install

d. Click 'open.'

← Google Play 🔍 ⋮



ZOOM Cloud Meetings

zoom.us

Uninstall

Open

e. Zoom will open and you can sign up, sign in, or join your meeting.

Join a Meeting

Sign Up

Sign In

iv. Chromebook

1. Automatically

a. Click on the link provided in the email invitation.

to me ▼

Join Zoom Meeting

<https://zoom.us/j/194788496>

b. A new web page will open asking to take you to the chrome store. Click on 'Install from Chrome Web Store.'

Add Zoom to Chrome

Clicking the button below will open a new tab page to guide you to Chrome Web Store.
Once the new tab page is opened, click "Add to Chrome" button.

Install from Chrome Web Store

During installation process, do not close this page. You will join the meeting automatically.

c. The chrome web store will open. Click 'Add to Chrome.'



Zoom

Offered by: <https://zoom.us>

★★★★★ 118

Productivity

1,683,449 users

Add to Chrome

- d. A new window will open showing you what Zoom can have access to once installed. Click 'Add app.'



Add "Zoom"?

It can:

Exchange data with any device on the local network or internet

Write to files and folders that you open in the application

Use your microphone and camera

Communicate with cooperating websites

Capture content of your screen

Add app

Cancel

- e. Zoom will open.

2. Manually

- a. Navigate to the Google Chrome Store.
b. Search for 'Zoom.' Click 'Add to Chrome.'



Zoom

Offered by: <https://zoom.us>

Zoom Cloud Meetings for Chrome

★★★★★ 118 Productivity

Add to Chrome

- c. A new window will open showing you what Zoom can have access to once installed. Click 'Add app.'



Add "Zoom"?

It can:

Exchange data with any device on the local network or internet

Write to files and folders that you open in the application

Use your microphone and camera

Communicate with cooperating websites

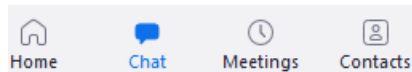
Capture content of your screen

Add app

Cancel

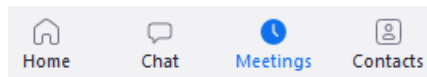
- d. Zoom will open.

b. Chat

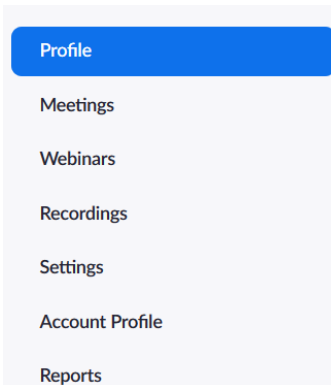


- i. The chat function can be accessed by clicking on the chat bubble icon at the top of your home page.
ii. This area allows you to send and receive messages from your added contacts.

c. Meetings



- i. Calendar and contact integration (Taken from zoom.us)
 1. You need to integrate your calendar and contacts to Zoom in order to have scheduled meetings appear in the meetings tab. If you do not wish to have scheduled meetings appear you do not need to follow these steps.
 2. Log into the Zoom online portal (zoom.us).
 3. Navigate to 'profile' on the left side of the screen.



4. Scroll down to find 'calendar and contact integration.' Click on 'connect to calendar and contact service.'

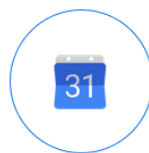
Calendar and Contact Integration

You can integrate with 3rd party services or apps, such as Google, Outlook or Exchange, to sync the calendar and contacts.

Connect to Calendar and Contact Service

5. You will be asked which service you would like to use, Google, Exchange, or Office 365.

Select a Service



Google



Exchange



Office 365

a. Google

- i. Once you have selected Google, a box will appear below the 'select a service' window. Make sure the boxes in the following photo are checked.

- ☒ Allow Zoom to get calendar event
- ☒ Allow Zoom to sync contacts

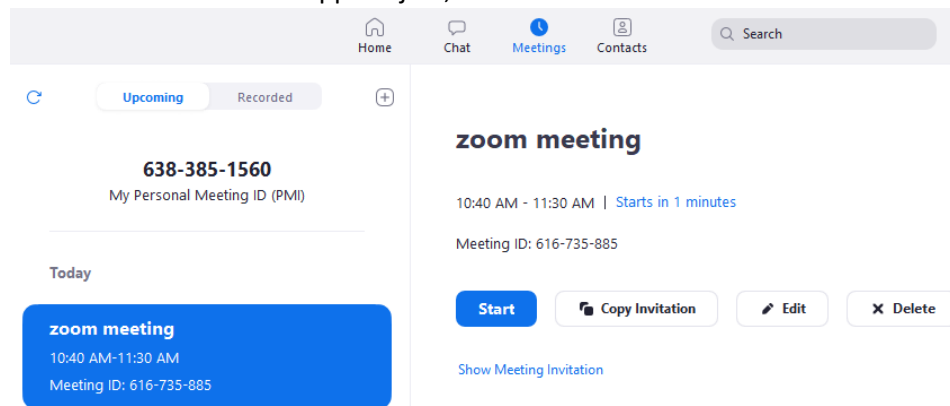
Next

- ii. Select which gmail account you would like to use when prompted.
- iii. Google will ask you to give permissions to Zoom to access your calendar and contact information. Select 'allow' for all requests.
- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒


- v. Your shceduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'



b. Exchange

- i. Enter your username and password associated with your Exchange account.
- ii. Select the version of exchange. If you do not know what to select, contact your IT department.
- iii. Enter your EWS URL. If you do not know what to enter, contact your IT department.

Meeting Settings > Add a Calendar Service



Exchange
Connect your shared Exchange resource calendars

Exchange login username or UPN

molly.parker@zoom.us

Exchange login password

Exchange Version

Exchange 2016

EWS URL

Enter the EWS(Exchange Web Service) URL found in EMC/ECP. Be sure to include the https:// portion of the URL.

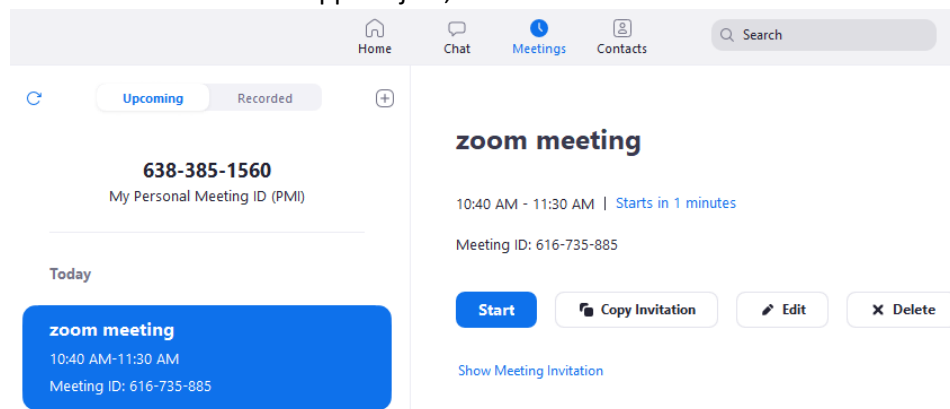
Authorize Cancel

- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒

- v. Your shceduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'

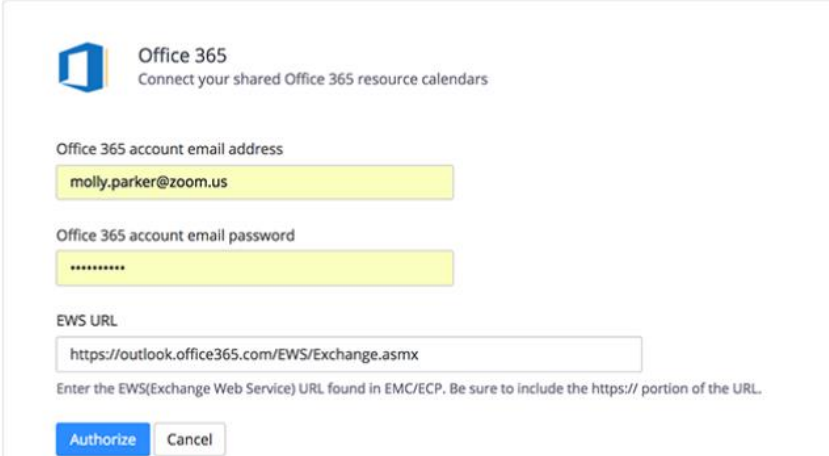


c. Office 365

- Choose an authorization method. This depends on your organization's security requirements. Contact your internal IT team if you are not sure which one to choose.
- Enter your email and password.

- iii. The EWS URL will be populated with the default EWS URL for Office 365. Leave this as the default unless your Office 365 account uses a unique configuration.

[Meeting Settings](#) > [Add a Calendar Service](#)



Office 365
Connect your shared Office 365 resource calendars

Office 365 account email address
molly.parker@zoom.us

Office 365 account email password

EWS URL
https://outlook.office365.com/EWS/Exchange.asmx

Enter the EWS(Exchange Web Service) URL found in EMC/ECP. Be sure to include the https:// portion of the URL.

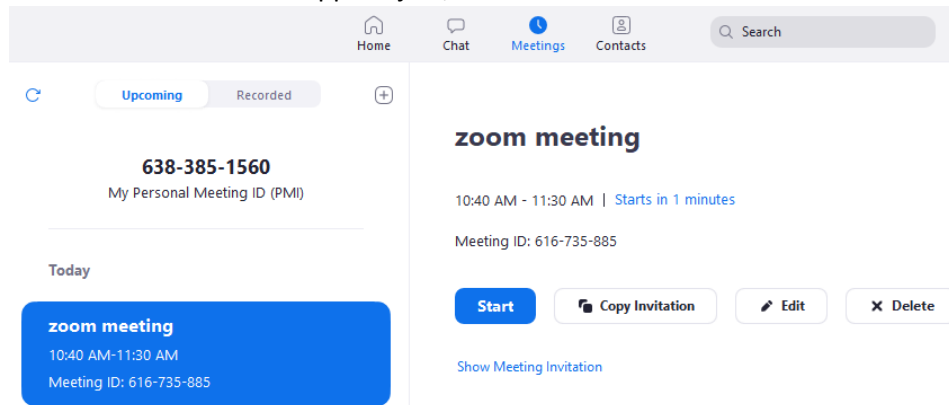
[Authorize](#) [Cancel](#)

- iv. You will be re-directed to the Zoom online portal to be shown that your contacts and calendar are integrated. Make sure the buttons are enabled (blue).

Allow Zoom to get calendar event ☒

Allow Zoom to sync contacts ☒

- v. Your scheduled meetings will appear on your 'meetings' tab of the Zoom app. To join, click 'start.'

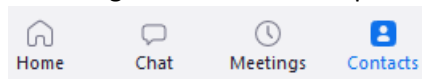


d. Contacts

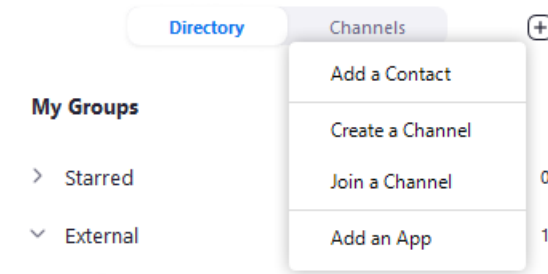
NOTE: From the Chromebook application, you cannot new add contacts. You are only able to see your contacts and if they are online or not.

i. Add Contact

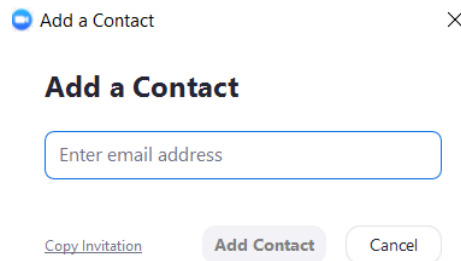
1. Navigate to the contacts part of the home page.



2. Press the plus button and select 'add a contact.'



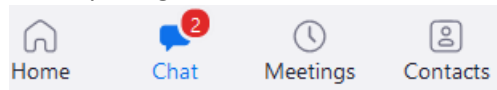
3. You will be asked to enter the email of the person you wish to add as a contact.



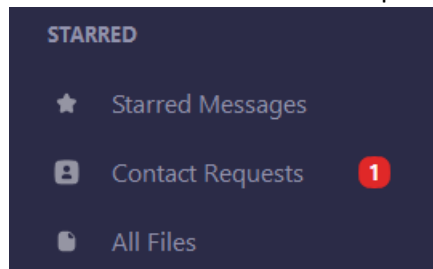
4. They will be added as a contact once they accept.

ii. Accept a contact request

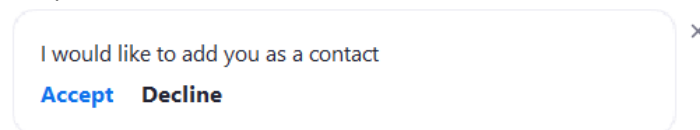
1. When you sign in to Zoom, there will be a notification above 'chat.'



2. Click on this and you will be taken to the chat page. You will see a notification next to 'contact requests,' click on this.



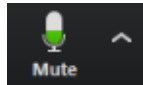
3. You will be shown who sent you a request and be given the option to accept or decline.



e. User functions

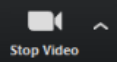


i. Mute



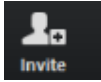
1. You can mute your audio so others cannot hear you

ii. Stop video



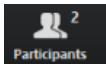
1. You can stop the video other participants see of you

iii. Invite



1. Invite other participants
2. Please refer to the 'how to invite' section earlier for more details

iv. Participants



1. This opens the participants screen, where you can see the names of other people in the meeting.



Raise Hand

- a. Clicking on 'raise hand' will cause a hand to appear next to your name in the participant panel.



Lower Hand

- b. Clicking 'lower hand' will remove the hand from next to your name.

v. Screen share

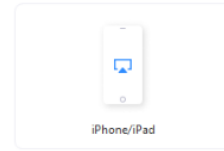
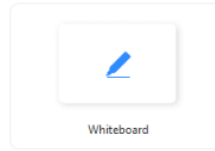
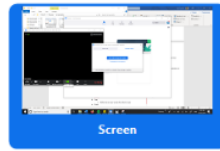


1. Sharing current screen (MAC, PC)
 - a. Click 'screen' to share what everything you are currently seeing on your screen except the Zoom meeting.

Select a window or an application that you want to share

Basic

Advanced

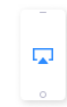
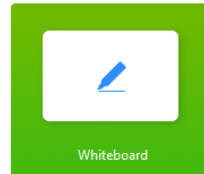
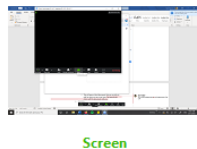


- i. You can select 'share computer sound' and 'optimize for full screen video clip' at the bottom to allow others to hear your computer sounds and to make the screen sharing best for videos.
 - b. To access editing functions, click 'annotate.' For description of the functions see the ['annotate/whiteboard'](#) section of this manual.
2. Whiteboard (MAC, PC)
 - a. Click 'whiteboard' to open a blank document that you are able to edit for others to see in real time. You can also let others edit the document with you.

Select a window or an application that you want to share

Basic

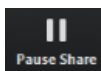
Advanced

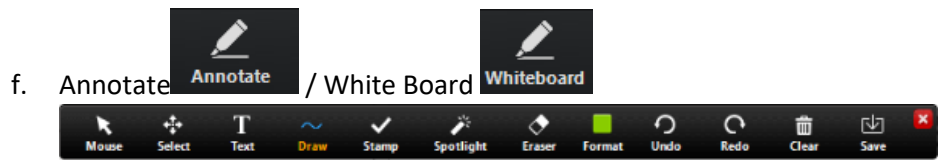


- b. To access editing functions, click 'whiteboard.' For description of the functions see the ['annotate/whiteboard'](#) section of this manual.
3. Screen share functions



- a. Mute
 - i. Mute yourself so that others can't hear you.
- b. Stop video
 - i. Stop video so that other can't see the video.
- c. Participants
 - i. Open the participants panel.
- d. New share
 - i. Share a new document.
- e. Pause share
 - i. Pause your screen sharing.





i. Mouse

- a. This allows others to see your mouse while you screen share

ii. Select

- a. This allows you to select annotations (text, stamps, etc.) added to the screen share so that you can move them around the screen and place them in a new area.

iii. Text

- a. Write text on your screen for others to see

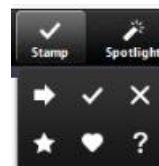
iv. Draw

- a. Draw on your screen for others to see



v. Stamp

- a. Insert stamps on the screen that you are sharing to bring attention to items on the page



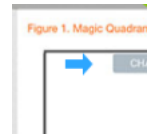
vi. Spotlight



- a. The first option turns your mouse into a red dot so others can easily see where you are navigating.



- b. The second allows you to insert an arrow to draw attention to where you navigate.



vii. Eraser

- a. Erase any drawing, stamps, or other items added to the screen share.

viii. Format

- a. Select color, line thickness, text style (bold, italics), and font size for drawing, text, etc.



ix. Undo

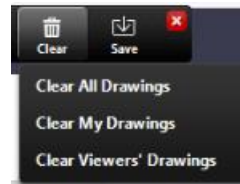
- a. Undo the last action

x. Redo

- a. Redo an undone action

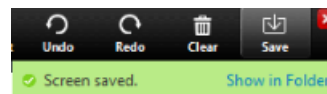
xi. Clear

- a. Clear additions to the screen share. You have the option to clear all drawings, your drawings, or viewers drawings



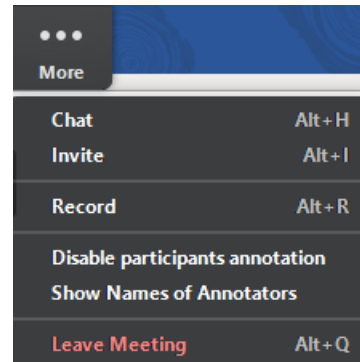
xii. Save

- a. Save the current screen share with annotations added

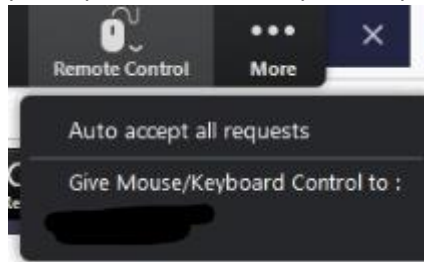


xiii. More

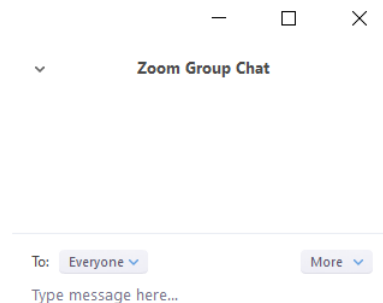
- a. This opens a panel that allows you to access the general controls. For more information about [chat](#), [inviting](#), and [recording](#) refer to those sections of this manual.
- b. You are also able to disable participants from annotating the document with you and choose to show the names of the annotators.



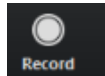
- g. Remote control
 - i. Give the remote controls for screensharing to another participant, or auto accept all requests to have control.



- vi. Chat
 1. Clicking on this will open a panel on the side of the video chat where you can send a message to all participants or certain participants in particular.



vii. Record



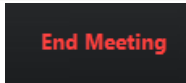
1. If you wish to record, you will need to ask permission from the host.



Please request recording permission from the meeting host

OK

viii. End meeting



1. Click this when you wish to end the meeting. If you are the host, you will have the option to 'end meeting for all,' or 'leave meeting.'

End Meeting or Leave Meeting?



To keep this meeting running, please assign a Host.

☐ I'd like to give feedback to Zoom

End Meeting for All

Leave Meeting

Cancel

- a. 'End meeting for all' will end the meeting completely.
- b. "leave meeting" allows others to stay in the meeting until they decide to leave, although the host has already left.

D. Using Zoom on specific devices

- a. Windows Desktop, Windows Laptop, Windows Tablet

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section for more information.

- i. Join a meeting

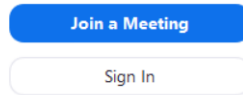
1. From email

- a. You will receive an email. Click on the link under "Join Zoom Meeting"

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. Zoom will open and you can 'join a meeting' or 'sign in.'



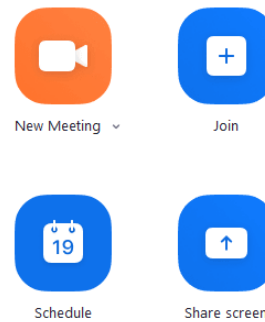
- i. Sign in / Join from home screen
 - i. You will be asked to enter your email and password.

Sign In

[Sign Up Free](#)

[Forgot?](#)

- ii. Select 'join'



- iii. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit code found in the email invitation. You can also enter a screen name for yourself, so others know who you are.

Zoom
 ✕

Join a Meeting

☒ Remember my name for future meetings

☐ Do not connect to audio

☐ Turn off my video

- iv. You will then be asked to enter the 6-digit password found in the email invitation.

Zoom ✕

Enter meeting password

Join Meeting

Cancel

- v. Your meeting will start, and you will be asked what audio option you want to join with. Select “Join with computer audio.”

Phone Call

Computer Audio

Join with Computer Audio

[Test speaker and microphone](#)

ii. Join a meeting

- i. This option is the same as the above option without entering your email and password at the beginning. Please refer to the previous section [‘join a meeting’](#) for instructions on how to join the meeting.

ii. Start a meeting

1. Log into Zoom.
2. Select ‘new meeting.’



New Meeting ▾



Join



Schedule



Share screen

3. Your meeting will start, and you will be asked what audio option you want to join with. Choose ‘join with computer audio.’

Choose ONE of the audio conference options

Phone Call Computer Audio

Join with Computer Audio

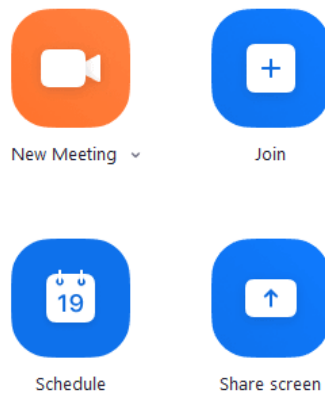
Test Speaker and Microphone

☐ Automatically join audio by computer when joining a meeting

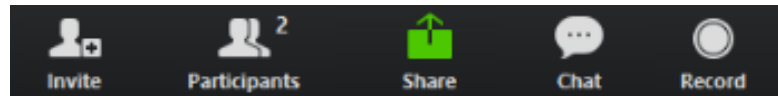
4. Your meeting will start, and you can invite people to join.

iii. Invite

1. Log into Zoom.
2. Select 'new meeting.'



3. At the bottom of the meeting screen, choose 'Invite.'



4. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.

a. Inviting via email

Invite people to join meeting 518-157-062

Invite by Email Invite by Contacts

Choose your email service to send invitation

Default Email Gmail Yahoo Mail

Copy URL Copy Invitation

- i. You will be prompted to use 'default email,' 'gmail,' or 'yahoo mail.'

- ii. Choose the option you would like.
- iii. It will take you to your email server to send email invitations to those you wish to invite.
- b. Inviting via contacts
 - i. Use this if your client's email has been added to your contacts already.
 - i. For more information, refer to the '[contacts](#)' section of the manual.
 - ii. Select your clients name by clicking on their contact or searching for their name.
 - iii. Click 'invite' in the bottom right hand corner.
- c. Inviting via 'copy URL'

Copy URL

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
- d. Inviting via 'copy invitation'

Copy Invitation

- i. This will copy the prewritten invitation containing the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.

iv. Troubleshooting audio

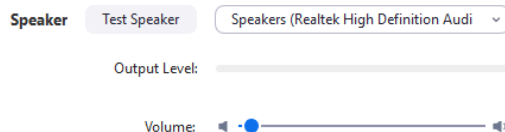
- 1. Before joining a meeting
 - a. Log into Zoom
 - b. Click on the 'settings' icon pictured below.



- c. Choose the 'audio' tab



- d. Choose 'Test speaker'

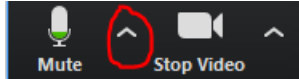


- e. Several tones will play through your speaker. If you do not hear the tones, use the drop down menu to the right of 'test speaker' to choose another speaker until you hear the audio. Make sure your volume is up on the computer and you have not muted your speakers.

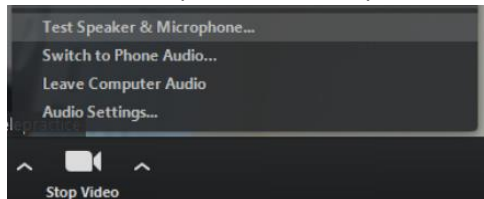
- f. If there is a problem with the speaker, you can call in on a phone during the meeting. Refer to the [‘join audio by telephone’ section](#) at the end of this document.

2. During a meeting

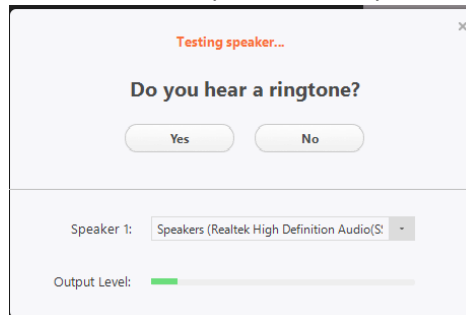
- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to ‘mute.’



- b. Choose ‘Test Speaker & Microphone’



- c. A pop-up box will appear and ask if you hear the tone. Click ‘yes’ or ‘no.’ If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



- i. If you still don’t hear it, you can [join your audio by telephone](#).

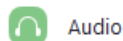
v. Troubleshooting microphone

1. Before joining a meeting

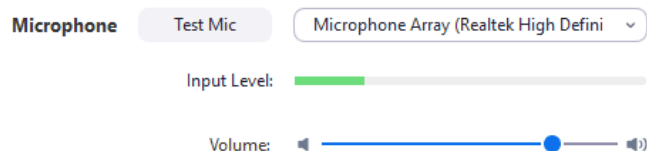
- a. Log into Zoom.
- b. Click on the ‘settings’ icon pictured below in the upper right-hand corner.



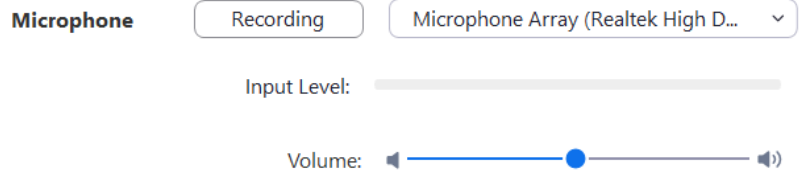
- c. Click on ‘audio.’



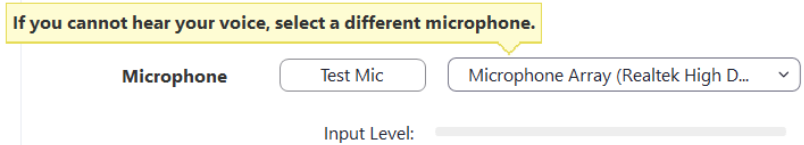
- d. Click ‘Test mic.’



- e. Zoom will start recording. Click 'Recording' when you are done, and it will play back.



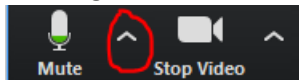
- f. If you cannot hear it, you can select another microphone from the drop-down menu or adjust the input level.



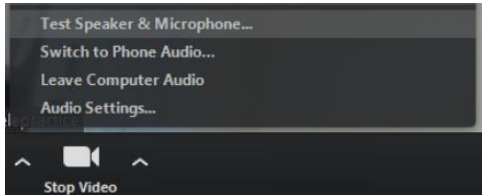
- g. If there is a problem with the microphone, you can call in on a phone during the meeting. Refer to the ['join audio by telephone'](#) section at the end of this document.

2. During a meeting

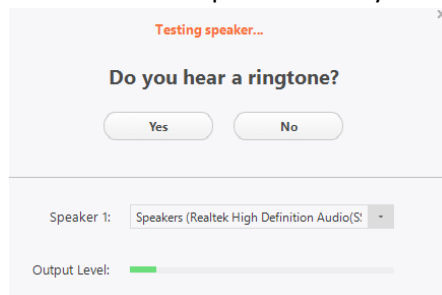
- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.'



- b. Choose 'Test Speaker & Microphone'

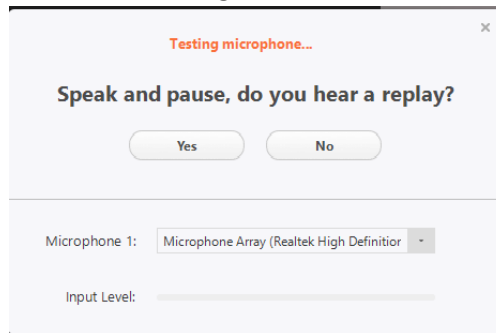


- c. A pop-up box will appear and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



- d. The next screen will record you and play back the audio. It will ask if you heard the audio. Choose 'yes' or 'no.' If you don't hear

it, try using the drop-down menu of microphones until you can hear the recording.



- i. If it is still not working, you can [join your audio by telephone.](#)

b. Chromebook

NOTE: The Zoom application must be downloaded before this. Please refer to the [‘downloading Zoom’](#) section for more information.

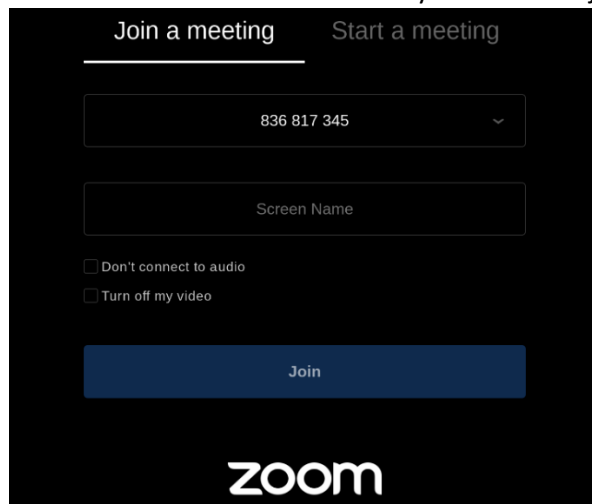
i. Join meeting

1. You will receive an email. Click on the link under “Join Zoom Meeting.”

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

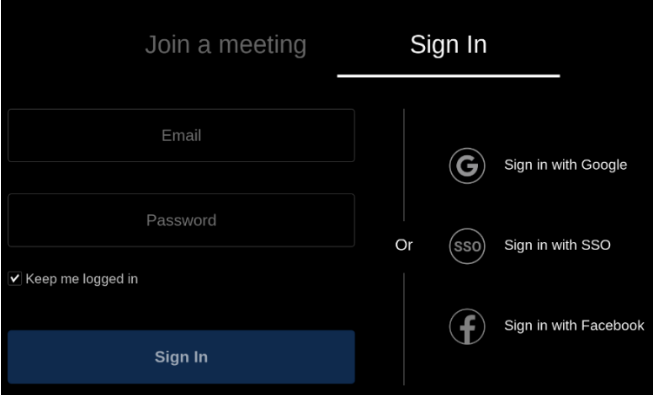
2. Zoom will open and your meeting ID will already be entered. Enter a screen name so others know who you are. Click ‘join.’



3. Your meeting will start.

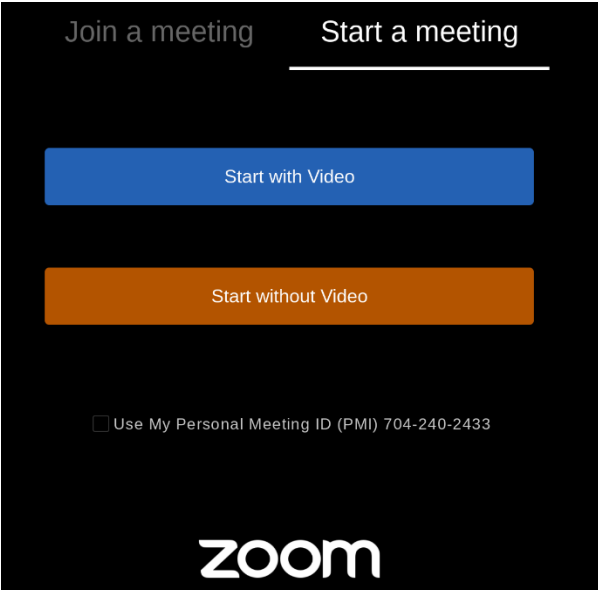
ii. Start a meeting

1. Open Zoom.
2. Click on ‘sign in’ and sign in.



The image shows the Zoom 'Sign In' interface. At the top, there are two tabs: 'Join a meeting' and 'Sign In'. The 'Sign In' tab is selected. Below the tabs, there are two input fields: 'Email' and 'Password'. To the right of these fields, there are three social login options: 'Sign in with Google' (with a Google 'G' icon), 'Sign in with SSO' (with an 'SSO' icon), and 'Sign in with Facebook' (with a Facebook 'f' icon). Below the input fields, there is a checkbox labeled 'Keep me logged in' which is checked. At the bottom, there is a blue 'Sign In' button.

3. Choose 'start a meeting.'

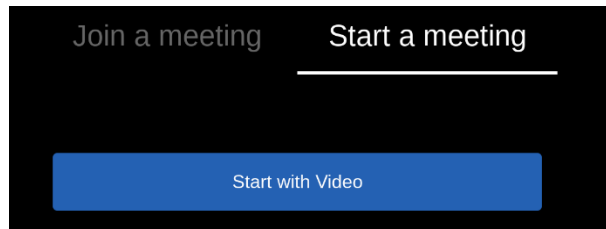


The image shows the Zoom 'Start a meeting' interface. At the top, there are two tabs: 'Join a meeting' and 'Start a meeting'. The 'Start a meeting' tab is selected. Below the tabs, there are two large buttons: a blue 'Start with Video' button and an orange 'Start without Video' button. Below these buttons, there is a checkbox labeled 'Use My Personal Meeting ID (PMI) 704-240-2433'. At the bottom, the Zoom logo is displayed.

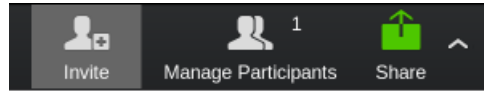
- a. Start with video
 - i. By choosing this, when your meeting starts, your webcam video will be on.
- b. Start without video
 - i. By choosing this, when your meeting starts, your webcam video will be off.
 - ii. Restart video during the meeting
 - i. To restart your video during a meeting, click the 'start video' button on the bottom left hand corner of the screen.



4. Your meeting will start.
- iii. Invite
 1. Sign into Zoom.
 2. Select 'start a meeting.'

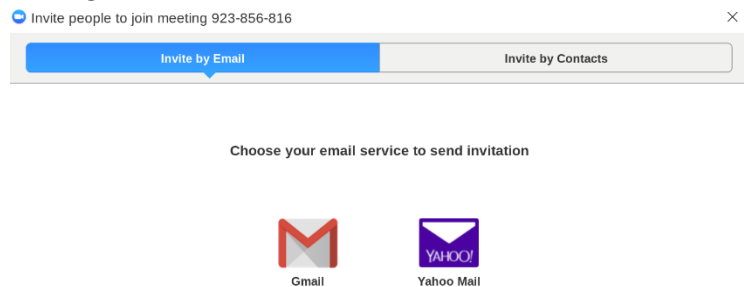


3. The meeting will start.
4. Click the 'invite' button at the bottom of the screen.



5. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.

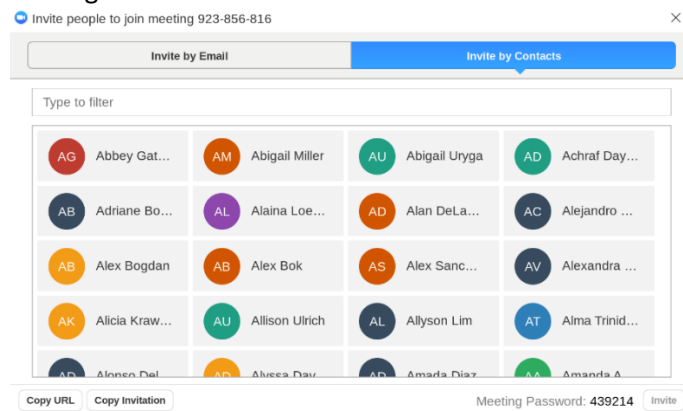
a. Inviting via email



Copy URL Copy Invitation Meeting Password: 439214

- i. You will be prompted to use 'Gmail' or 'Yahoo mail.'
- ii. Choose the option you would like.
- iii. It will take you to your email server to send email invitations to those you wish to invite.

b. Inviting via contacts



- i. Use this if your client's email has been added to your contacts already.

- i. Refer to the [‘contacts’](#) section of this document for more information.
 - ii. Select your clients name by clicking on their contact or searching for their name in the search bar.
 - iii. Click ‘invite’ in the bottom right hand corner.
- c. Inviting via ‘copy URL’

Copy URL

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
- d. Inviting via ‘copy invitation’

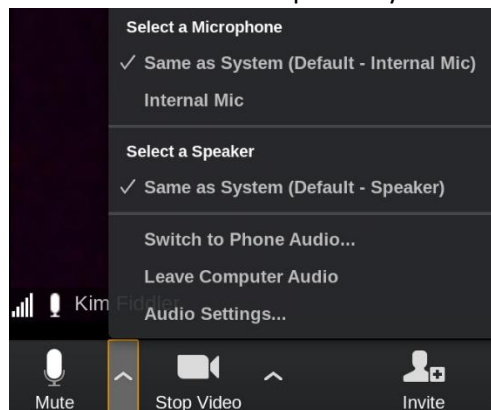
Copy Invitation

- i. This will copy the prewritten invitation containing the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.

iv. Troubleshooting audio

1. During a meeting

- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to ‘mute.’ Click on the arrow next to the microphone symbol.

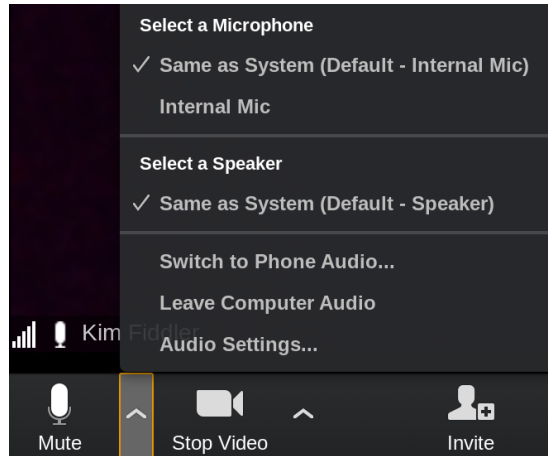


- b. If you have another speaker, you can select that speaker under ‘select a speaker’ for Zoom to use instead of the default speaker.
 - c. If the others still cannot hear you, consult the [‘join audio via telephone’](#) section of this manual.

v. Troubleshooting microphone

1. During a meeting

- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.' Click on the arrow next to the microphone symbol.



- b. Select any additional microphones you have set up for Zoom to use under 'select a microphone.'
 - c. If that does not work or you do not have another microphone, you can join audio by phone. Refer to the ['joining audio by telephone'](#) section of this manual.
- c. MAC Desktop, MAC Laptop

NOTE: The Zoom application must be downloaded before this. Please refer to the ['downloading Zoom'](#) section of this manual.

- i. Join meeting

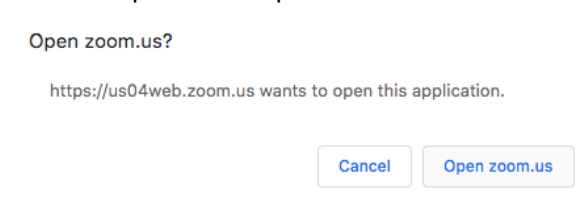
1. From email

- a. You will receive an email. Click on the link under "Join Zoom Meeting"

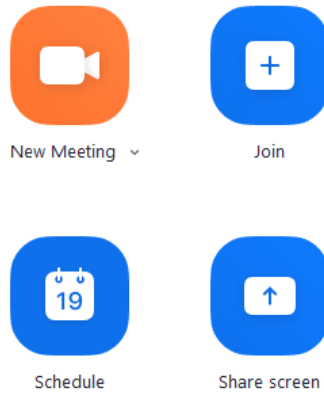
Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. An internet window will open, and you will be asked to allow Zoom to open. Click 'open zoom.us'



- c. Your meeting will start.
 2. From home screen
 - a. Log into Zoom.
 - b. Click 'join.'



- c. Enter the Meeting ID (found in the email invitation) and enter a name so others know who you are.

Join a Meeting

Meeting ID or Personal Link Name

Your Name

☐ Don't connect to audio

☐ Turn off my video

- d. Enter the password (found in the email invitation).

Join a Meeting

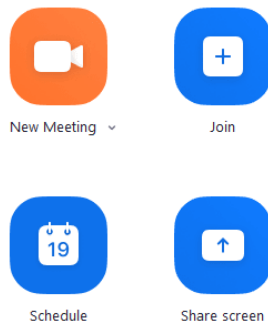
Please enter the meeting password

Password:

- e. Your meeting will start.

ii. Start a meeting

1. Log into Zoom.
2. Click 'new meeting.'

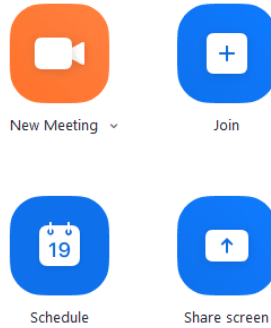


3. A meeting will start, and you can invite others to join.

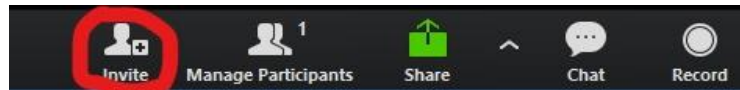
iii. Invite

1. Log into Zoom.

2. Click on 'new meeting.'

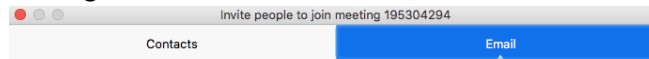


3. At the bottom of the screen, choose 'invite.'



4. You will be prompted to invite others via email, contacts, copy URL, or copy invitation.

- a. Inviting via email



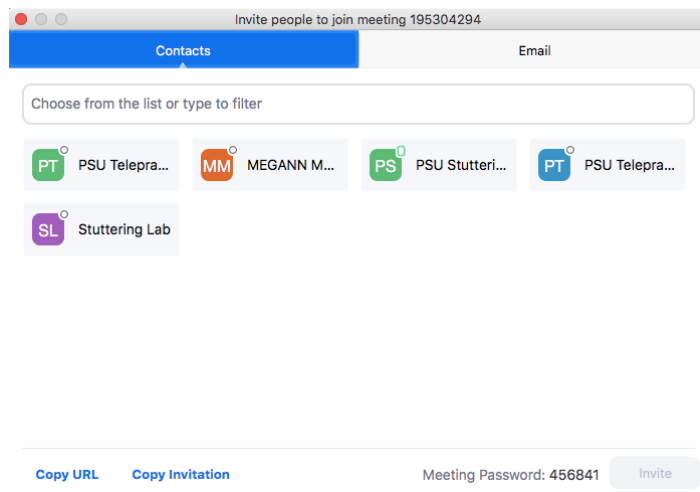
Choose your email service to send invitation



[Copy URL](#) [Copy Invitation](#)

Meeting Password: 456841

- i. You will be prompted to use 'default email,' 'gmail,' or 'yahoo mail.'
 - ii. Choose the option you would like.
 - iii. It will take you to your email server to send prewritten email invitations to those you wish to invite.
- b. Inviting via contacts



- i. Use this if your contacts email has been added to your contacts list already.
 - i. Refer to the '[contacts](#)' section of this manual for more information.
- ii. Select your clients name by clicking on their contact or searching for their name.
- iii. Click 'invite' in the bottom right hand corner.
- c. Inviting via 'copy URL'

Copy URL

- i. This will copy the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.
- d. Inviting via 'copy invitation'

Copy Invitation

- i. This will copy the prewritten invitation containing the meeting URL to your clipboard so that you can paste it anywhere to invite others however you would like.

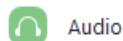
iv. Troubleshooting audio

1. Before a meeting

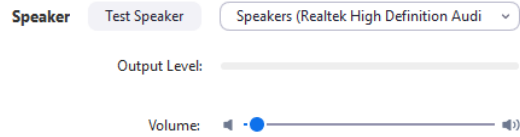
- a. Log into Zoom.
- b. Click on the 'settings' icon pictured below.



- c. Choose the 'audio' tab.



- d. Choose 'Test speaker.'

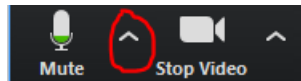


- e. Several tones will play through your speaker. If you do not hear the tones, use the drop down menu to the right of 'test speaker' to choose another speaker until you hear the audio. Make sure your volume is up on the computer and you have not muted your speakers.
 - f. If there is a problem with the speaker, you can call in on a phone during the meeting. Refer to the ['join audio by telephone'](#) section at the end of this document.
2. During a meeting

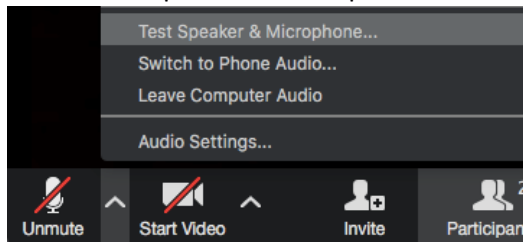
- a. If the microphone symbol looks like the photo below, click it once to unmute yourself.



- b. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.' Click the arrow next to 'mute.'



- c. Select 'Test Speaker & Microphone.'



- d. A pop-up box will appear and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



You have 2 speakers, now testing speaker 2...

Do you hear a ringtone?

Yes

No

Speaker 2: Built-in Output (Internal Speakers) ⌵

Output level: 

- i. If it is still not working, you can [‘join your audio by telephone.’](#)

v. Troubleshooting microphone

1. Before a meeting

- a. Log into Zoom.
- b. Click on the ‘settings’ icon pictured below in the upper right-hand corner.

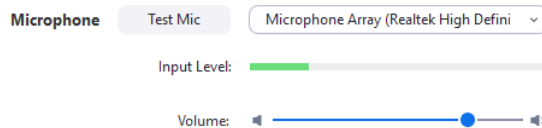


- c. Another screen will pop-up. Choose the ‘audio’ tab on the left-hand side.

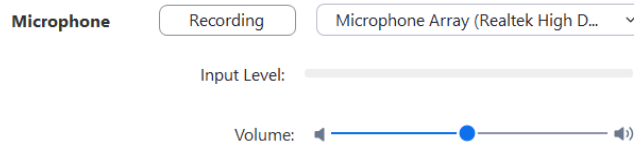


Audio

- d. Choose ‘Test mic.’



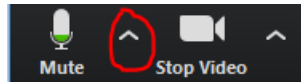
- e. Your audio will start recording. Click ‘Recording’ when you are done, and it will play back. You can select another microphone from the drop-down menu if you do not hear the recording or adjust the input level.



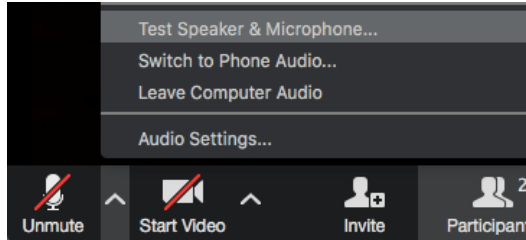
- f. If there is a problem with the microphone, you can call in on a phone during the meeting. Refer to the [‘join audio by telephone’](#) section at the end of this document.

2. During a meeting

- a. Navigate to the controls in the bottom left hand corner of the meeting screen. Click on the arrow next to 'mute.' Click on the arrow next to 'mute.'



- b. Select 'Test Speaker & Microphone'



- c. A pop-up box will come up and ask if you hear the tone. Click 'yes' or 'no.' If you do not hear the sound, try using the drop-down menu to switch speakers until you hear the sound.



You have 2 speakers, now testing speaker 2...

Do you hear a ringtone?

Yes

No

Speaker 2: Built-in Output (Internal Speakers) ⌵

Output level: 

- d. The next screen will record you and play back the audio. It will ask if you heard the audio. Choose 'yes' or 'no.' If you don't hear it, try using the drop-down menu of microphones until you can hear the recording.



You have 2 microphones, now testing microphone 2...

Speak and pause, do you hear a replay?

Yes

No

Microphone 2: Built-in Microphone (Internal Microphone) ⌵

Input level: 

- i. If you still cannot hear the recording, you can [join your audio by telephone.](#)

d. iPad

NOTE: The Zoom application must be downloaded before this. Please refer to the [‘downloading Zoom’](#) section of this manual.

i. Join meeting

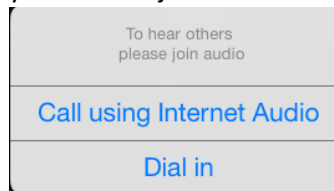
1. From email

- a. You will receive an email. Click on the link under “Join Zoom Meeting.”

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

- b. Your meeting will start, and you will be asked what audio option you want to join with . Choose ‘call using internet audio.’



To hear others
please join audio

Call using Internet Audio

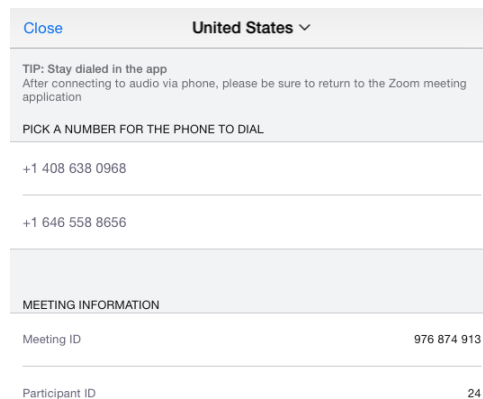
Dial in

i. Call using Internet Audio

- i. This allows you to use your device’s microphone and speakers to connect with the meeting.

ii. Dial in

- i. If you have cellular data and would like to use that, you can choose ‘dial in.’
- ii. A new window will appear and ask you to choose which phone number you would like to call.



Close United States ▾

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

PICK A NUMBER FOR THE PHONE TO DIAL

+1 408 638 0968

+1 646 558 8656

MEETING INFORMATION

Meeting ID 976 874 913

Participant ID 24

- iii. When in the call, you will be asked to enter the meeting ID and the participant ID followed by the ‘#’ sign.
- iv. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the

correct one. The numbers to call for your meeting will reflect that change.

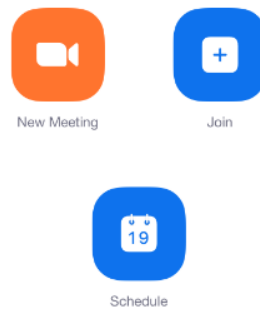


The screenshot shows the 'Country or Region' selection screen in the Zoom app. At the top, there is a '< Back' button and the title 'Country or Region'. Below this is a list of regions with alphabetical index letters on the right: A (Argentina), C (Australia), F (Austria), H (Bahrain), and J. The 'A' region is currently selected.

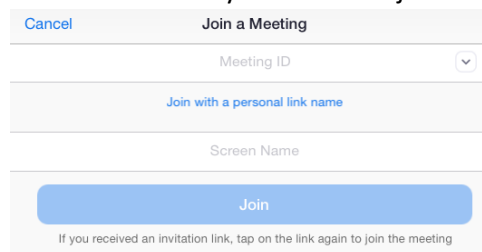
v. Your meeting will start.

2. From the home screen

- a. Log into Zoom
- b. Choose 'join.'

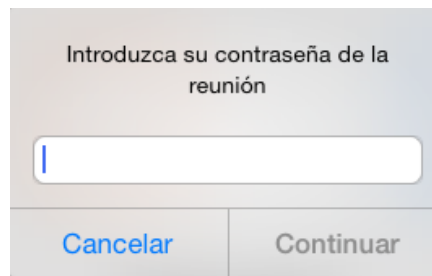


- c. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit number found in the email invitation. Enter your name so others know who you are. Click 'join.'



The screenshot shows the 'Join a Meeting' screen. It has a 'Cancel' button at the top left. Below the title, there is a 'Meeting ID' field with a dropdown arrow. Underneath is a link that says 'Join with a personal link name'. Below that is a 'Screen Name' field. At the bottom is a large blue 'Join' button. A small note at the very bottom says: 'If you received an invitation link, tap on the link again to join the meeting'.

- d. You will be asked to enter the meeting password, which is found in the email invitation. Click 'continue.'



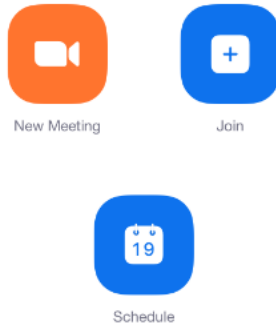
The screenshot shows the password entry screen in Spanish. The title is 'Introduzca su contraseña de la reunión'. Below it is a text input field. At the bottom are two buttons: 'Cancelar' (Cancel) on the left and 'Continuar' (Continue) on the right.

e. Your meeting will start.

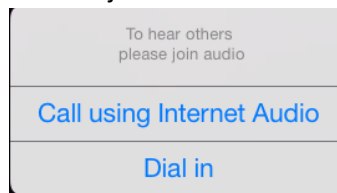
ii. Start a meeting

1. Log in to Zoom.

2. Select 'new meeting.'



3. Your meeting will start, and you will be asked what audio option you want to join with. Choose 'call using internet audio.'

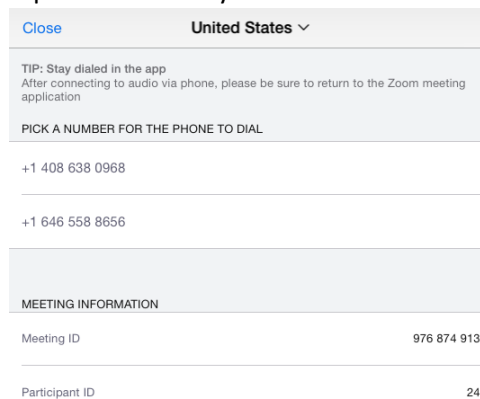


a. Call using Internet Audio

- i. This allows you to use your device's microphone and speakers to connect with the meeting.

b. Dial In

- i. If you have cellular data and would like to use that, choose 'dial in.'
- ii. a new window will appear and ask you to choose which phone number you would like to call.



- iii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iv. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

< Back	Country or Region
A	A
Argentina	•
Australia	C
Austria	F
B	H
Bahrain	•
	J
	-

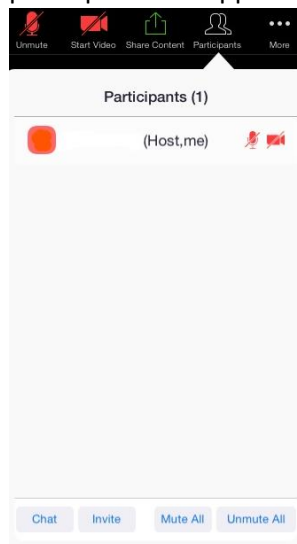
v. Your meeting will start.

iii. Invite

1. Log into Zoom
2. Select 'new meeting.'



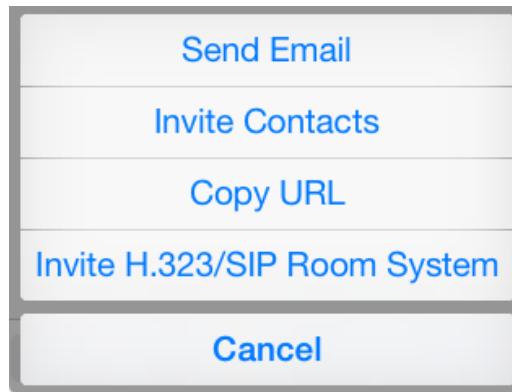
3. The meeting will start.
4. You will be able to see the 'participants' button at the top right-hand corner of your screen. Click on the participants button and the list of participants will appear.



5. Once the participants panel is open, click the 'invite' button on the bottom of the screen.



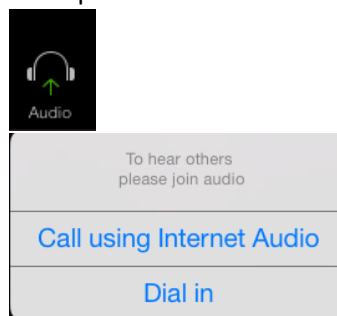
6. This will open your options for how to invite others to the meeting.


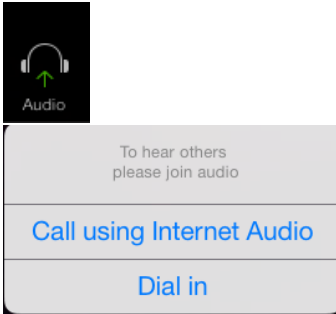



- a. Send email
 - i. This will open your email account and generate an email with the link to the meeting to send to those you wish to invite.
- b. Invite Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
 - i. Refer to the '[contacts](#)' section of this manual for more information.
- c. Copy URL
 - i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.
- d. Invite Room System
 - i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the Zoom Client using the public IP address or SIP URI assigned to the device.
 - ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).

iv. Troubleshooting audio

- 1. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.



2. Increase or decrease the volume by using the volume buttons on your iPad.
 3. Use headphones.
 4. Use the '[dial in](#)' option outlined above.
 5. Restart your device.
 6. Reinstall the Zoom application.
- v. Troubleshooting microphone
1. Make sure you have not muted your audio. If the audio button on the bottom of the screen looks like the photo below, tap it to turn the microphone on.
- 
2. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.
- 
3. Try headphones with a microphone.
 4. Make sure Zoom has permission to access your device's microphone.
 - a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.
- 
5. Close other apps that are using the microphone.
 6. Try the '[dial in](#)' option outlined above.
 7. If you are still muted after this, the host may have muted you.
 8. Reinstall Zoom.

e. iPhone

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section of this manual.

i. Join meeting

1. From email

- a. You will receive an email. Click on the link under "Join Zoom Meeting."

Join Zoom Meeting

<https://zoom.us/j/191477040?pwd=ZXpzQ2hLMVYzK3Q4ekVoanB2cHdtQT09>

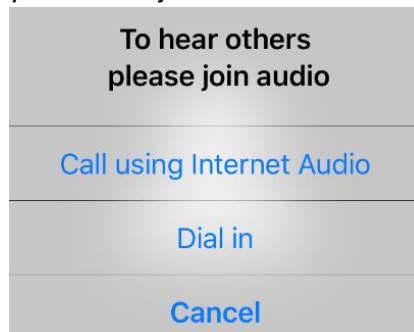
- b. Zoom will ask for permission to use the microphone. Select 'OK.'



- c. Zoom will ask for permission to use the camera. Select 'OK.'



- d. Your meeting will start, and you will be asked what audio option you want to join with.





- i. Call using internet audio
 - i. If you choose this, your meeting will start automatically, and you do not need to do any extra steps.
- ii. Dial In
 - i. A new window will appear and ask you to choose which phone number you would like to call.

Close United States ▾

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

SELECT A NUMBER TO DIAL

+1 669 900 9128 

+1 646 558 8656 

The meeting ID and participant ID will be dialed automatically. You can ignore any messages that ask you for these numbers.

If you use another device to dial, you may also need the following information

Meeting ID 901 433 445

Participant ID 31


- ii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iii. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

< Back Country or Region





A	A
Argentina	•
C	
Australia	•
F	
Austria	•
H	
B	•
Bahrain	J
-	

- iv. Your meeting will start.

2. From home page
 - a. Log into Zoom.
 - b. Select 'join.'

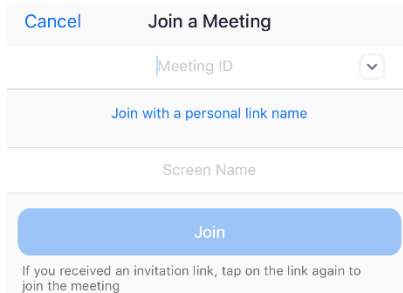
☆ Meet & Chat 

🔍 Search

New Meeting Join Schedule Share Screen

- c. You will be asked to enter the Meeting ID, a 9, 10, or 11-digit number found in the email invitation. Enter your name so others know who you are. Click 'join.'



Cancel Join a Meeting

Meeting ID

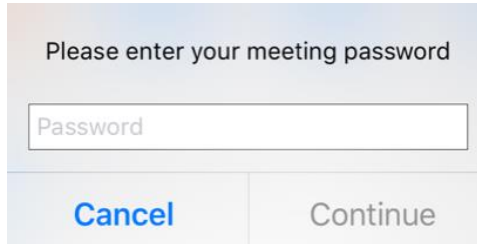
Join with a personal link name

Screen Name

Join

If you received an invitation link, tap on the link again to join the meeting

- d. You will be asked for the password, which can be found in the email invitation. Click 'continue.'



Please enter your meeting password

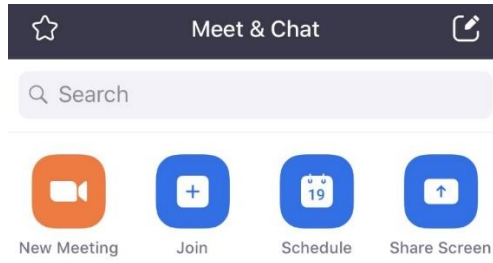
Password

Cancel Continue

- e. Your meeting will start.

ii. Start a meeting

1. Log into Zoom.
2. Select 'new meeting.'

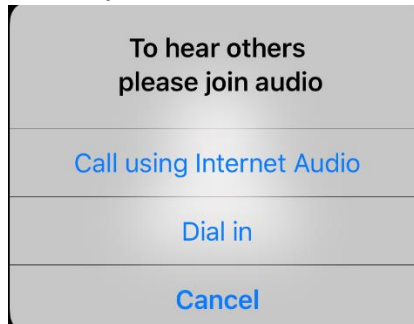


☆ Meet & Chat

Search

New Meeting Join Schedule Share Screen

3. Your meeting will start, and you will be asked what audio option you want to join with.



To hear others
please join audio

Call using Internet Audio

Dial in


Cancel


- a. Call using internet audio
 - i. If you choose this, your meeting will start automatically, and you do not need to do any extra steps.
- b. Dial In
 - i. A new window will appear and ask you to choose which phone number you would like to call.

Close United States ▾

TIP: Stay dialed in the app
After connecting to audio via phone, please be sure to return to the Zoom meeting application

SELECT A NUMBER TO DIAL

+1 669 900 9128 

+1 646 558 8656 

The meeting ID and participant ID will be dialed automatically. You can ignore any messages that ask you for these numbers.

If you use another device to dial, you may also need the following information

Meeting ID 901 433 445

Participant ID 31

- ii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by #.
- iii. If the country or region at the top of the dial in box is not correct, you can tap it and a list of countries will appear so you can choose the correct one. The numbers to call for your meeting will reflect that change.

< Back Country or Region

A

Argentina

Australia

Austria

B

Bahrain

A

C

F


H

J





- iv. Your meeting will start.

iii. Invite

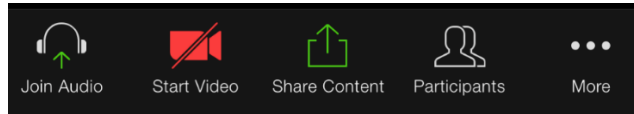
1. Log in to Zoom.
2. Select 'new meeting.'

☆ Meet & Chat 

Search

 New Meeting  Join  Schedule  Share Screen

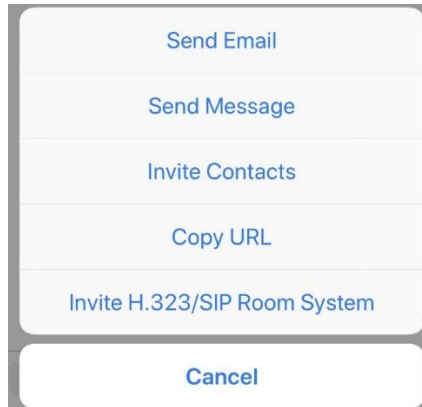
3. The meeting will start.
4. Click on the participants button on the lower part of the screen and the list of participants will appear.



5. Click the 'invite' button on the bottom of the screen.



6. This will open your options for how to invite others to the meeting.

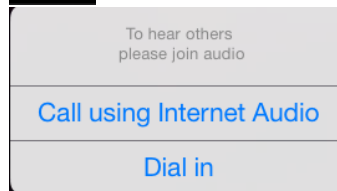


- a. Send email
 - i. This will open your email account and generate an email with the link to the meeting to send to those you wish to invite.
 - b. Send Message
 - i. This will open your text messages with the link ready to send to whoever you choose.
 - c. Invite Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
 - i. Refer to the '[contacts](#)' section of this manual for more information.
 - d. Copy URL
 - i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.
 - e. Invite Room System
 - i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the Zoom Client using the public IP address or SIP URI assigned to the device.
 - ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).
- iv. Troubleshooting audio

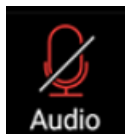
1. Make sure that the audio symbol in the upper left-hand corner looks like the photo below.



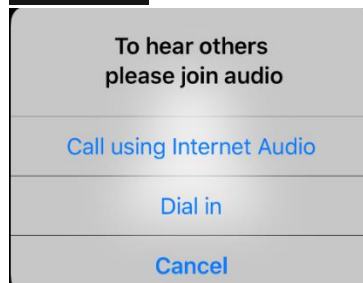
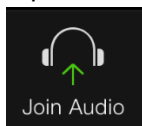
- a. If it doesn't, tap it once to turn it on.
2. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.' Allow Zoom to access your microphone.



3. Increase or decrease the volume by using the buttons on your phone.
 4. Use headphones.
 5. Try using the '[dial in](#)' option outlined above.
 6. Restart your device.
 7. Reinstall the Zoom application.
- v. Troubleshooting microphone
1. Make sure you have not muted your audio. If the audio button on the bottom left hand side of the screen looks like the photo below, tap it to turn the microphone on.



2. Try headphones with a microphone.
3. Make sure your device's audio is connected. If you see the photo below, tap it and select 'call using internet audio.'



4. Make sure Zoom has permission to access your device's microphone.

- a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.



5. Close other apps that are using the microphone.
6. Use the '[dial in](#)' option outlined above.
7. Reinstall Zoom.
8. If you are still muted after this, the host may have muted you.

f. Android

NOTE: The Zoom application must be downloaded before this. Please refer to the '[downloading Zoom](#)' section of this manual.

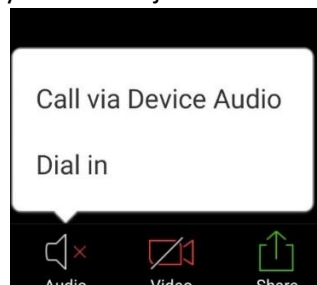
i. Joining a meeting

1. From email

- a. You will receive an email. Click on the link under 'Join Zoom Meeting.'

Join Zoom Meeting
<https://pdx.zoom.us/j/617751486>

- b. Your meeting will start, and you will be asked what audio option you want to join with



i. Device audio

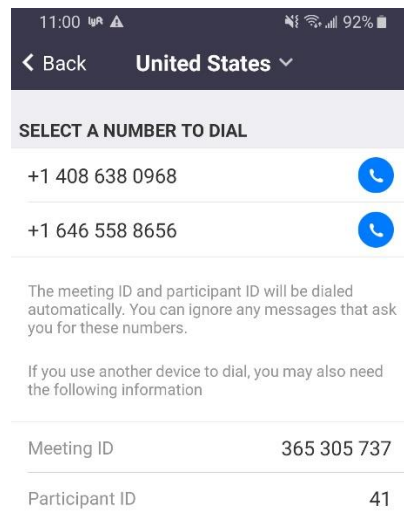
- i. This allows you to use your phone's microphone and speakers to connect with the meeting.

ii. Dial in

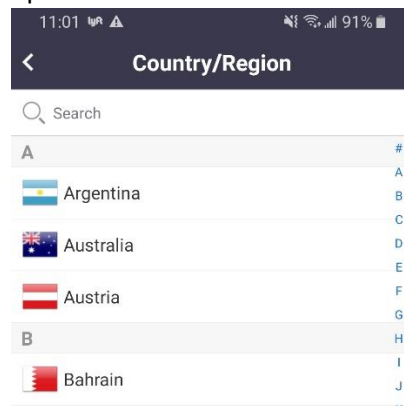
- i. To use this, you will need to allow Zoom to make phone calls. Select 'allow.'



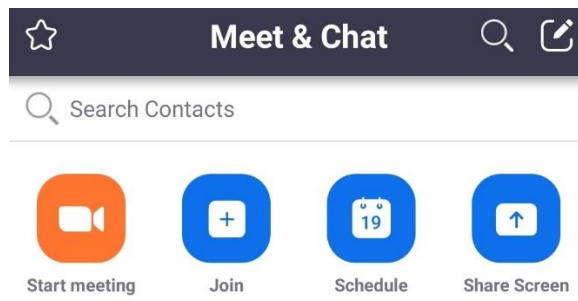
- ii. A new window will appear and ask you to choose which phone number you would like to call.



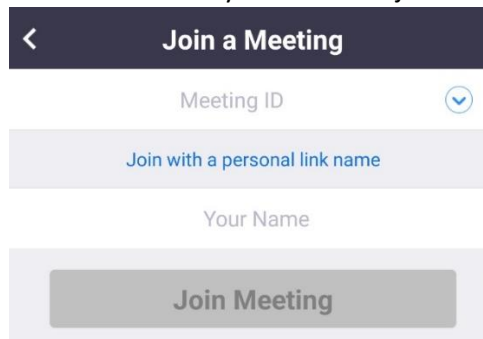
- iii. When you have called, you will be asked to enter the meeting ID followed by #, then your participant ID followed by the '#' sign.
- iv. You can change the country you are in (and the phone number to use) by clicking on the country with the downward arrow at the top of the page. By doing this, the phone numbers update to numbers for that country.



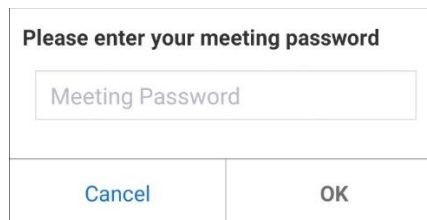
- v. Your meeting will start.
2. From home screen
 - a. Log into Zoom.
 - b. Choose 'join.'



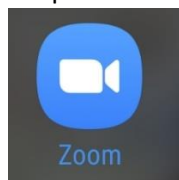
- c. A window will open and ask for the Meeting ID a 9,10, or 11-digit code found in the email invitation. Enter your name so others know who you are. Click 'join meeting.'



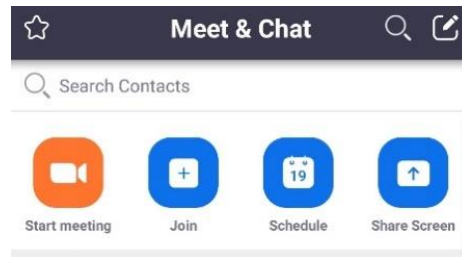
- d. You will be asked for the password, which can be found in the email invitation. Click 'ok.'



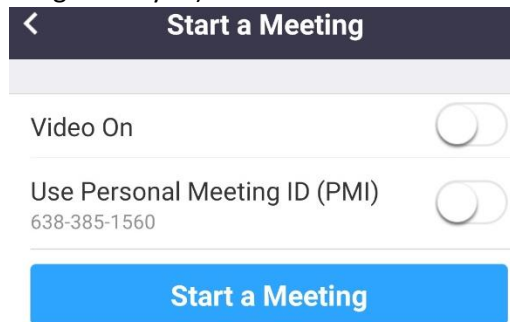
- e. Your meeting will start.
- ii. Start a meeting
1. Open the Zoom app by selecting the application from your phone.



2. Log into Zoom.
3. Select 'start meeting.'



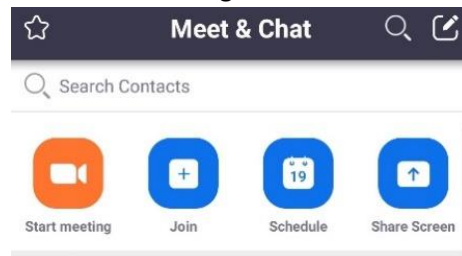
4. A new screen will open and ask if you want to start the video with your video camera on or use your Personal Meeting ID (a meeting ID always assigned to you). Click the blue bar 'start a meeting.'



5. Your meeting will start.

iii. Invite

1. Log into Zoom.
2. Select 'start meeting.'



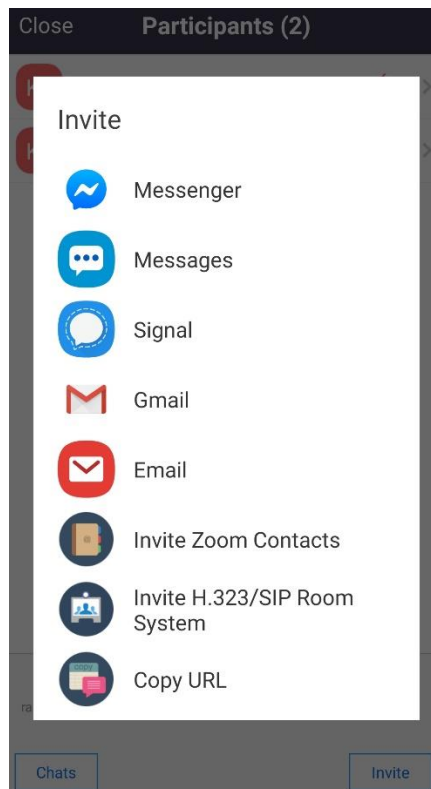
3. The meeting will start.
4. You will see the 'participants' button on the bottom of the screen. Click on 'participants' and the list of participants will appear.



5. Click on the 'invite' on the bottom of the participants screen.



6. This will open your options for how to invite others to the meeting.



7. For any method you select, the selected app will open and have a pre-written message containing the link to the meeting, meeting ID, and meeting password.
 - a. Messenger
 - i. This will open Facebook messenger to send the prewritten meeting invitation to other people.
 - b. Messages, Signal
 - i. This will open your text messages to send the prewritten meeting invitation to other people.
 - c. Gmail, Email
 - i. This will open your email account to send the prewritten meeting invitation to other people.
 - d. Invite Zoom Contacts
 - i. This will open your contact list in Zoom to invite others to the meeting.
 - i. Please refer to the '[contacts](#)' section for more information on adding contacts.
 - ii. Find your contacts name in the list and click on them.
 - iii. Click 'invite' in the bottom right hand corner.
 - e. Invite Room System
 - i. The H.323/SIP Room Connector call-out feature allows you to dial out to an H.323 or SIP room system from the

Zoom Client using the public IP address or SIP URI assigned to the device.

- ii. For more information about this function, please visit the Zoom webpage for [Room Systems](#).

f. Copy URL

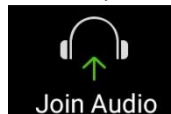
- i. This will copy the URL of the meeting to your clipboard so that you can paste it anywhere you wish to invite others to the meeting.

iv. Troubleshooting audio

1. Make sure that the audio symbol in the upper left-hand corner of the screen looks like the picture below.



- a. If it does not, tap on it once to turn the speaker on.
2. Make sure the audio on your device is connected. If the symbol looks like the photo below, tap it once and select 'call in via device audio.'



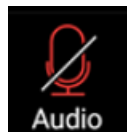
Call via Device Audio

Dial in

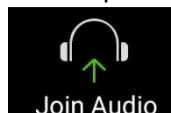
3. Increase or decrease the volume by using the buttons on your phone.
4. Use headphones.
5. [Dial in](#) via device audio, outlined in the section above.
6. Restart your device.
7. Reinstall the Zoom application.

v. Troubleshooting microphone

1. Make sure you have not muted your audio. If the audio button on the bottom left hand side of the screen looks like the photo below, tap it to turn the microphone on.



2. Make sure the audio on your device is connected. If the symbol looks like the photo below, tap it once and select 'call in via device audio.'



Call via Device Audio

Dial in

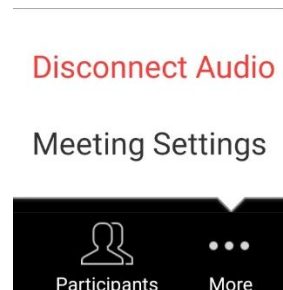
3. Try headphones with a microphone.
4. Make sure Zoom has permission to access your device's microphone.
 - a. Go to settings > Apps > Zoom > Permissions and make sure the microphone is switched to 'on'.



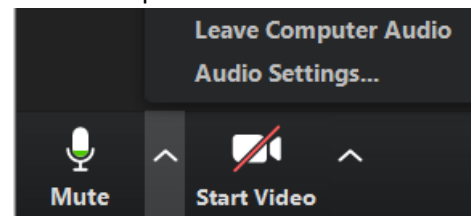
5. Close other apps that are using the microphone.
6. [Dial in](#) via device audio, outlined in the section above.
7. Reinstall Zoom.
8. If you are still muted after this, the host may have muted you.

E. Zoom FAQ

- a. Echoing (Taken from zoom.us)
 - i. There are 3 possible reasons for echoing
 1. Both the computer and telephone audio are being used.
 - a. You can manually leave computer audio on your computer or your phone.
 - i. Phone
 - i. Click on the 'more' button and select 'disconnect audio.'

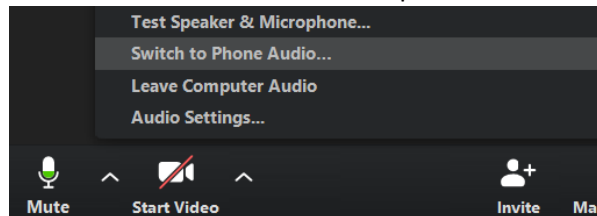


- ii. Computer
 - i. Click on the microphone symbol and choose 'leave computer audio.'

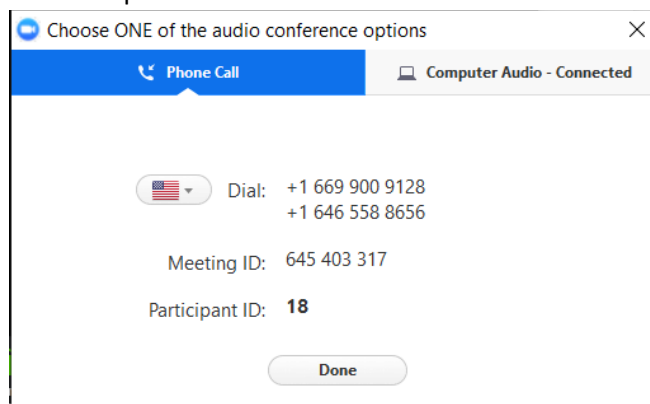


2. Two participants have speakers that are too close to each other
 - a. Hang up one of the telephone connections.
 - b. Choose 'leave audio conference' on one of the computers.
3. There are multiple computers with active audio in the same room

- a. Disconnect computer audio from some of the devices.
 - i. Select 'audio options', 'leave computer' (for PC/Mac) or 'disconnect' (android/iPhone)
- ii. Muting will not solve the problem as the speaker is still active.
- iii. Other tips for echoing
 1. Generally, if you are hearing echo, it means that there is a device that is channeling your audio back.
 2. To isolate the participant:
 - a. Host can mute the participants one at a time
 - b. Host can mute all, and unmute one at a time
 - c. Participant can mute him/herself
 3. The source of echo can also be from:
 - a. Speakers (such as TV or soundbar) that are too loud
 - b. Echo cancellation has failed (device or performance issue)
 - c. A bad microphone
- b. Joining audio by telephone
 - i. If your computer audio is not working after troubleshooting it, Zoom will provide phone numbers that you can call to join your audio that way.
 - ii. During a meeting, click the arrow next to the microphone symbol in the bottom left hand corner. Click 'switch to phone audio.'



- iii. A new window will open providing the phone numbers you can use to join your audio via phone call.



1. Once you have called into the meeting, Zoom will ask you to enter the provided Meeting ID and participant ID followed by the pound (#) sign.

References

Symon, J. B. (2001). Parent Education for Autism: Issues in Providing Services at a Distance. *Journal of Positive Behavior Interventions*, 3(3), 160. <https://doi-org.proxy.lib.pdx.edu/10.1177/109830070100300304>

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