

Common Problems with Zoom Meetings

Browser Error

1. Open the Zoom app you installed on your device.
2. Click or tap **Join a Meeting / Join**.
3. Enter the meeting code from your email.
4. Enter the password (if there is a password).
5. Click **Join**.

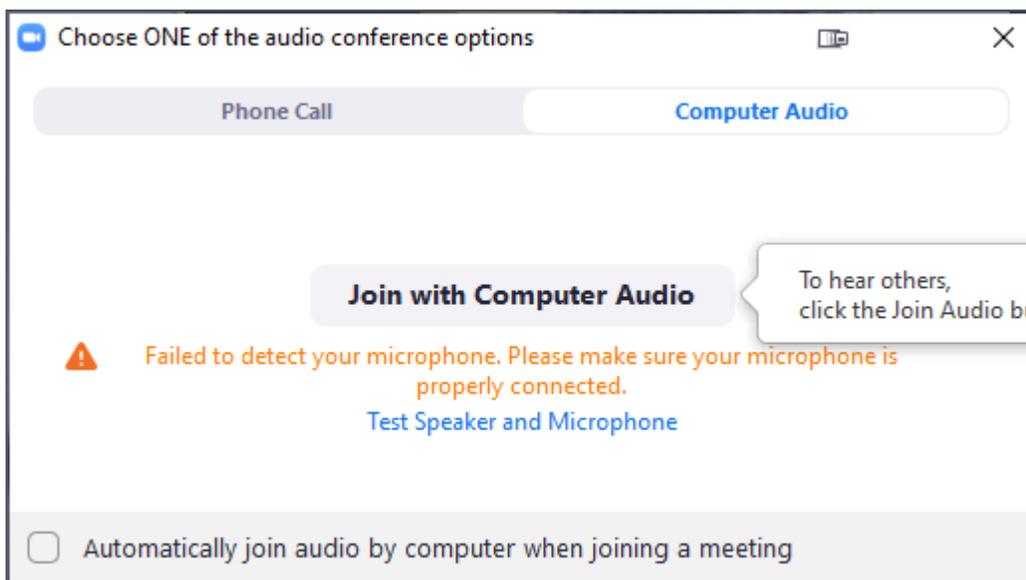
Nothing Happened

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.



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.

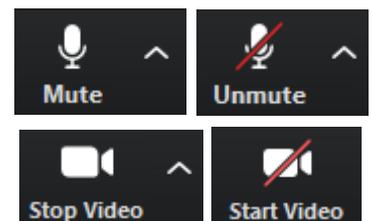


If you receive the above message when trying to connect to Zoom, it is possible you do not have a webcam or microphone on your computer (this is especially likely if you have a desktop computer). You can purchase a microphone headset or use one you already have. (Page 3)

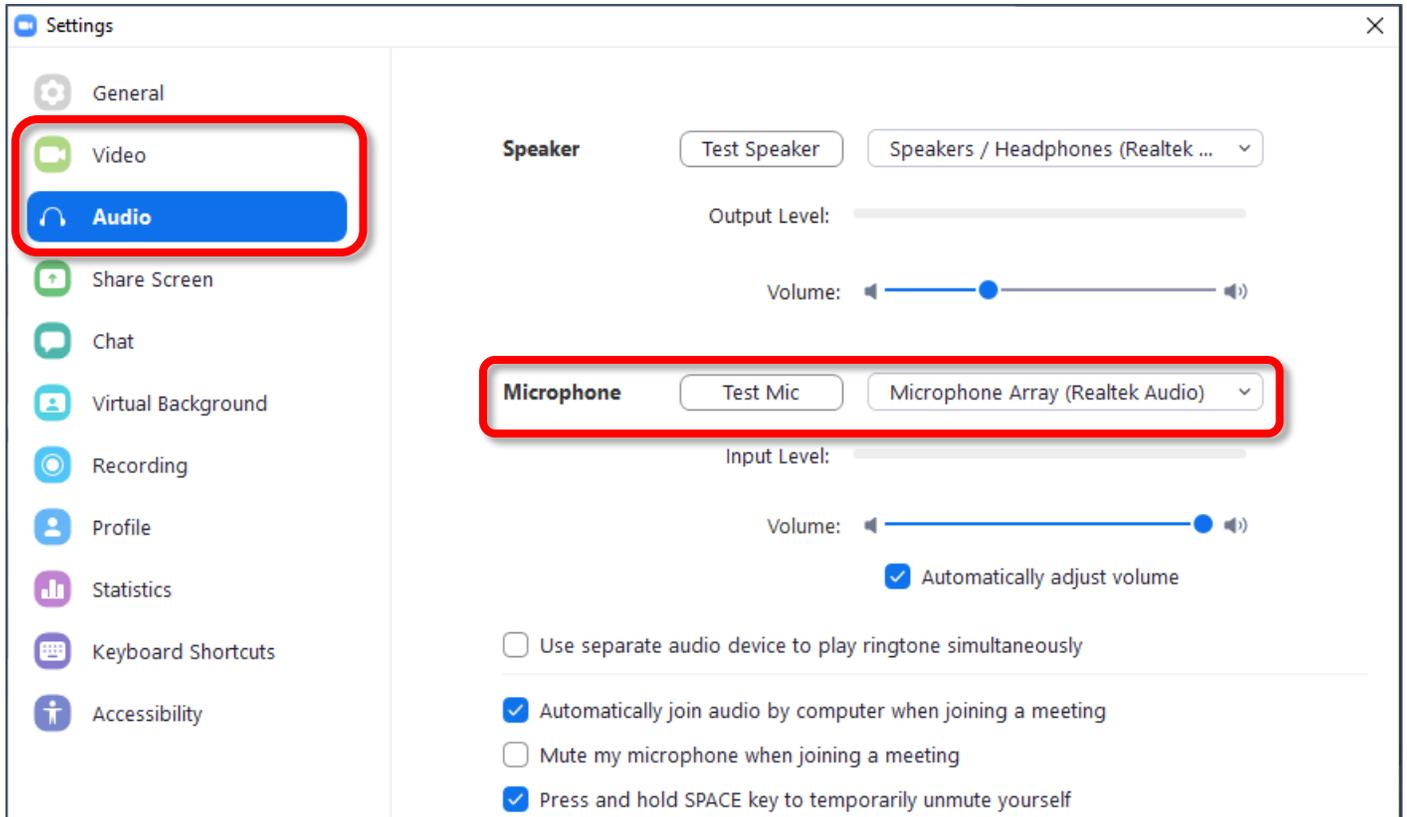
If you do not have a microphone, you can dial with your phone to participate. (Page 6)

If you are certain you have a camera and microphone, check the following options.

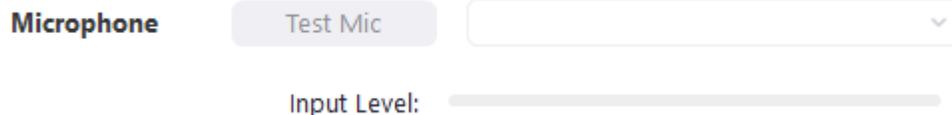
Make sure **Mute** is not toggled on. If it is, click **Unmute**.



Check your **Video** icon, to make sure it is not toggled off.



If you are on a computer, 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.

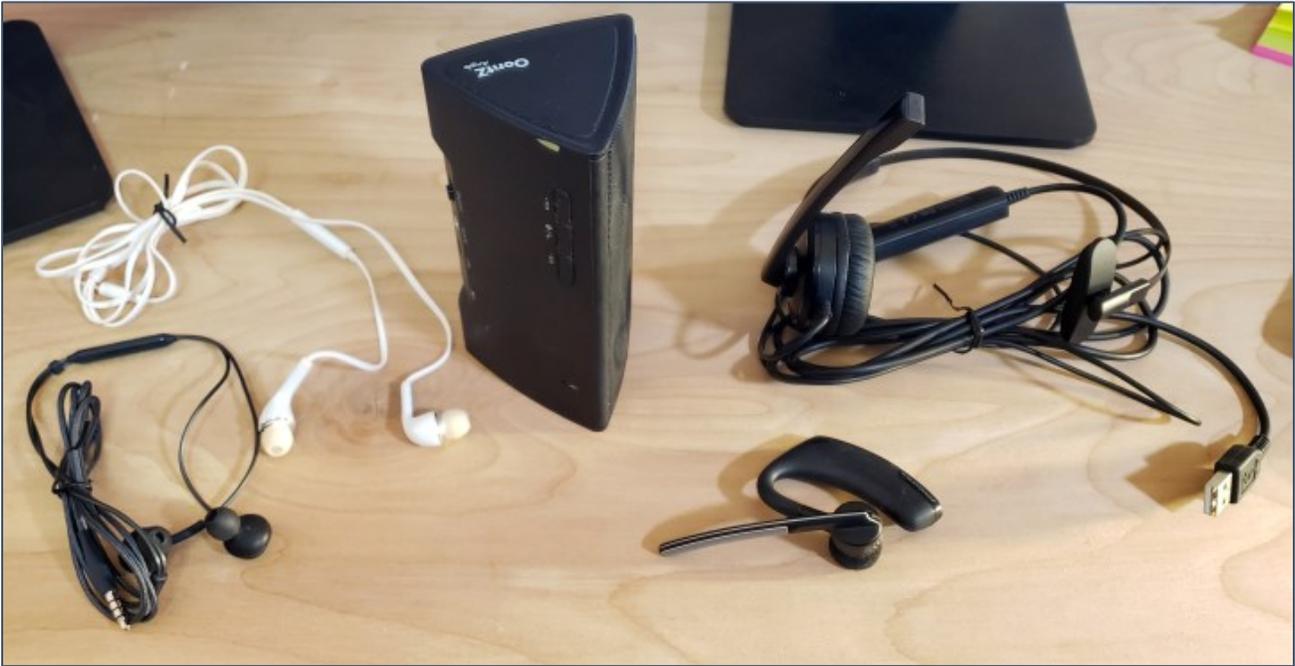
You Can't Hear Anyone

Make sure your speakers are working. If your speakers are not working, you can use headphones. (See below)

People Can't Understand You

Plug a pair of headphones into your device. You can use something as fancy as a gaming headset or as simple as the earbuds that come with smart phones. (See below)

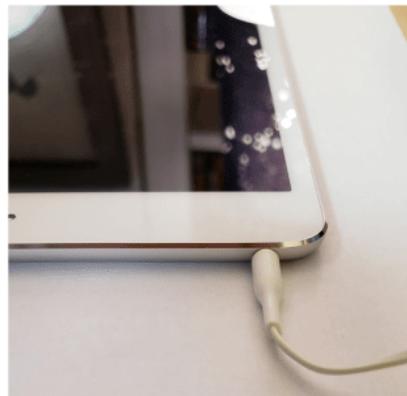
Speaker / Microphone Options

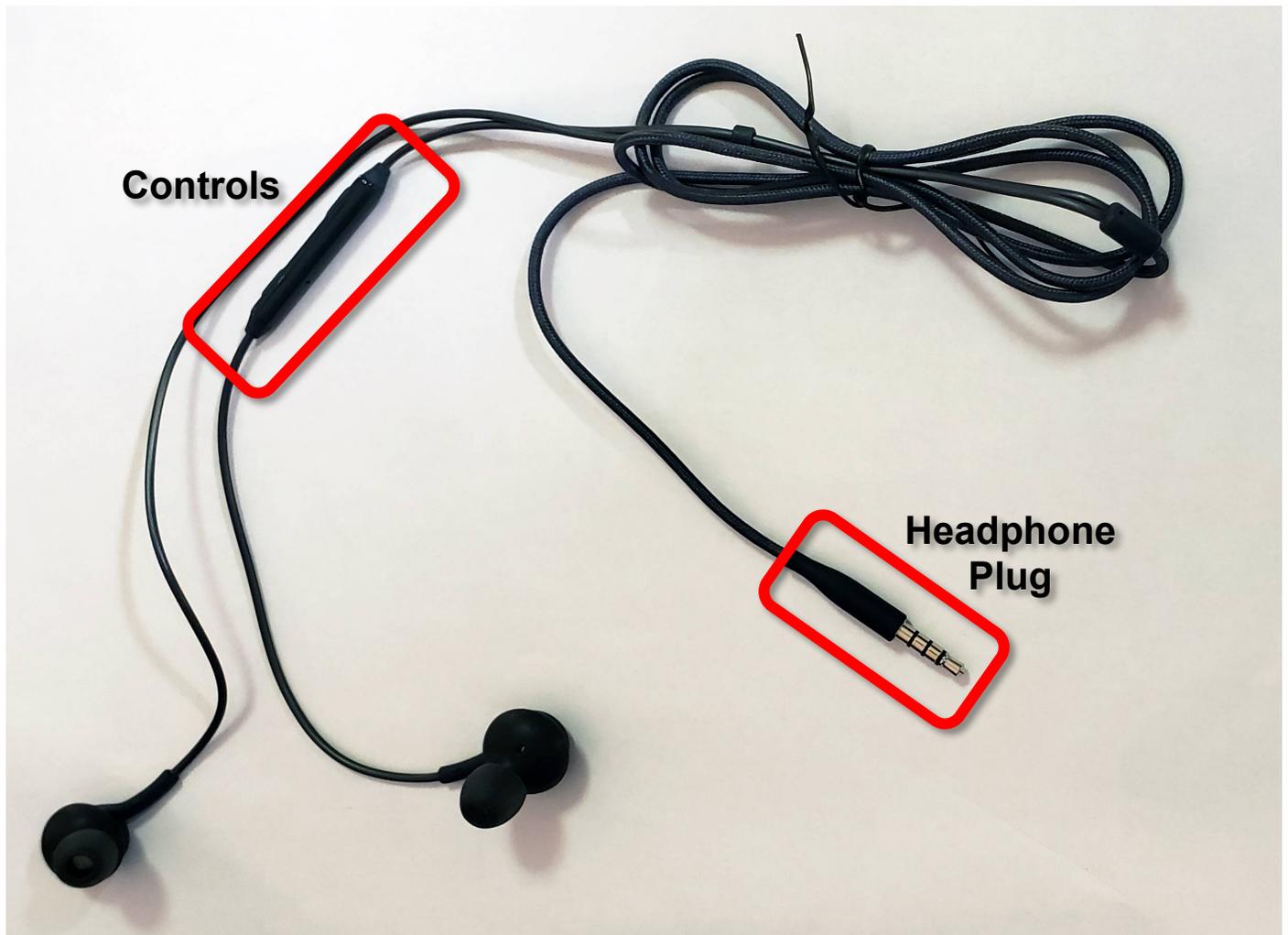


Above: Earbud headphones with microphones, Bluetooth speaker, USB headset, Bluetooth headset.

If you have a plug on your headset, you can plug it into a headset jack on your phone, tablet, laptop, or PC.

If you have a USB plug, you can only plug it into a USB port.





A pair of headphones like these can be used on many computer and phones and tablets. The controls portion should also contain the microphone. If your headphones do not have the Controls section, they probably do not have a microphone.

Be aware that some phones and tablets do NOT have a headphone plug—these require you to use a Bluetooth speaker, headset, or headphones.



Headsets with a USB plug can be used with most computers—just plug them into the USB slot.

Calling in to a Zoom Class

If your computer does not have a microphone, you can join by phone.

1. Open the email with your Zoom meeting information. Click the link for **Join Zoom Meeting**. (See page **Error! Bookmark not defined**.)
2. Once you are viewing the meeting on your computer, pick up your telephone. This can be a land line or a cell phone.
3. Dial one of the numbers in the **Dial by your location** section.
4. Your call is automatically answered, and you are prompted to enter your Meeting ID. This is the nine or eleven digit number unique to your class or meeting. Use the number pad on your phone to punch in this number.
5. The system will ask you for your personal idea—you do not have to enter anything here.
6. You have now joined the meeting.
7. Use *6 to mute and unmute your microphone during the meeting.

Join Zoom Meeting

<https://wvu.zoom.us/j/380692743>

Meeting ID: 000 0000 0000

One tap mobile

+16465588656,,380692743# US (New York)

+13126266799,,380692743# US (Chicago)

Dial by your location

+1 646 558 8656 US (New York)

+1 312 626 6799 US (Chicago)

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US

Meeting ID: 000 0000 0000

Please Support OLLI@WVU!

Osher Lifelong Learning Institute
Mountaineer Mall Unit C-17
PO Box 9123
Morgantown, WV 26506-9123
Office: (304) 293-1793
Email Address: olli@hsc.wvu.edu
<http://www.olliatwvu.org>