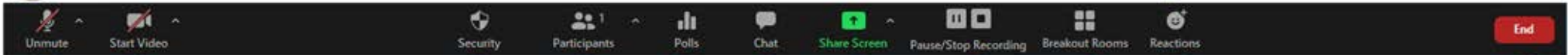


ZOOM Troubleshooting VIDEO FAQ'S



Zoom: Toolbar

psu.zoom.us



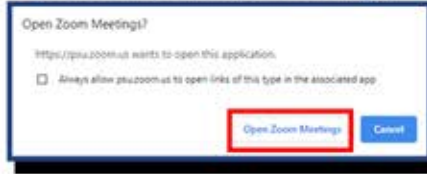
- 1**
- 2**
- 3**
- 4**
- 5**
- 6**
- 7**
- 8**
- 9**
- 10**
- 11**

- 1. Microphone (On/Off)
- 2. Video (On/Off)
- 3. Security
- 4. Participants
- 5. Polls
- 6. Chat
- 7. Share Screen
- 8. Pause/Stop Recording
- 9. Breakout Rooms
- 10. Reactions
- 11. End Meeting

Sign on: psu.zoom.us
(2 factor authentication)



Open Zoom Meeting:



(Join, Host, Sign In)
Join with computer Audio

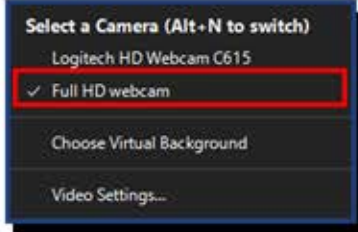
Check Video (On/Off):

Click Start video.
(If video has not started)



Check Camera selection:

Click "A" to expand Camera selections.



Camera options available in classrooms: Click to select

Web Cam (Options: Full HD webcam, Logitech, & CyberTrack)

Huddle Cam

Wolfvision (Doc Cam)

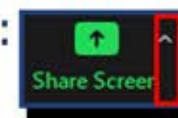
Elmo (Doc Cam)

Doc camera: 2nd cam (Alt + N to switch to 2nd camera)



Options available:
Wolfvision UVC Camera (Doc Cam)
Elmo MX-P2 (Doc Cam)

Share Screen:



Select choice & click **Share**



Click "A" to expand Share Screen

Classroom Camera examples:

Webcams



Huddle Cam

Elmo (Doc Cam)

Wolfvision (Doc Cam)

Need assistance? • Call H.E.L.P. or Ext. 4357 • Please report all problems!

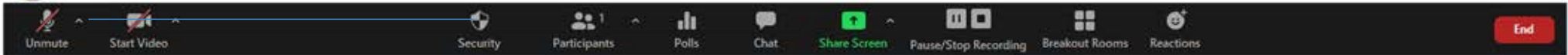
Berks IT Classroom Technology Website: sites.psu.edu/bktechnology

ZOOM Troubleshooting AUDIO FAQ'S



Zoom: Toolbar

psu.zoom.us



1. Microphone (On/Off)
2. Video (On/Off)
3. Security
4. Participants
5. Polls
6. Chat
7. Share Screen
8. Pause/Stop Recording
9. Breakout Rooms
10. Reactions
11. End Meeting

Audio/microphone Troubleshooting issue:



Check if microphone is on mute:

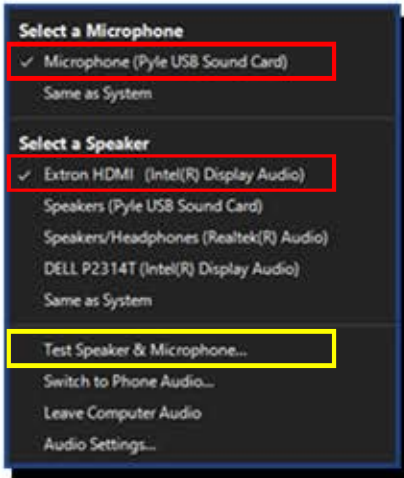
If you see the **muted** Audio icon click it to unmute yourself.

*** 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.**



Check microphone & speaker selection:

Click the "▲" to expand Microphone & Speaker selections.



Most Classrooms

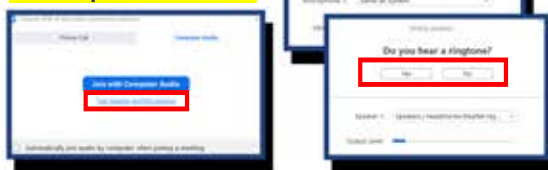
Select a Microphone: (The Lapel Mic.)

Pyle USB Sound Card (Shure USB Sound Card in a few classrooms)

Select a Speaker:

Extron HDMI

Test Speaker & Mic.:



Room volume issues:

No Room Audio, **Check** the PC audio level.



PC audio selection: **(Extron HDMI)**

Check the Microphone/Volume Control level on touch panel. Adjust accordingly.

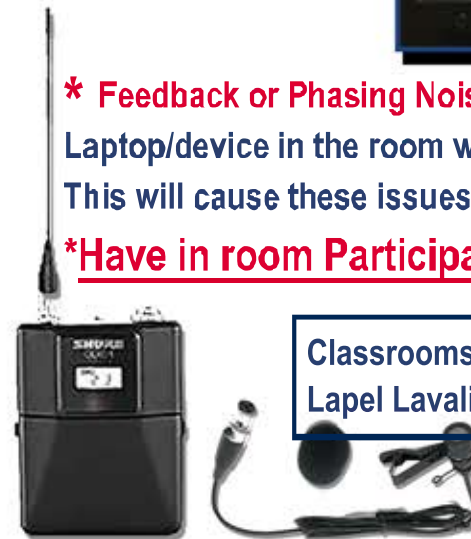


*** Feedback or Phasing Noise - (2 or more live/open microphones in the room)**

Laptop/device in the room with Microphone/Audio on.

This will cause these issues to accrue.

***Have in room Participants mute Microphone/Audio.**



Classrooms are equipped with a Shure Wireless Lapel Lavalier microphone for instruction use.

****In classrooms with out a microphone Select webcam for your mic.**

Need assistance? • Call H.E.L.P. or Ext. 4357 • Please report all problems!

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