

## Troubleshooting Zoom Problems

Affected Participant	Symptom	Potential Fixes
<b>Member</b>	Member registered. Did not receive confirmation email	Have member check spam or junk folder. If not there, register again.
<b>Member</b>	Member registered, but cannot find confirmation email	Member can register again for same class.
<b>Member</b>	Member cannot join class with link in confirmation email	If link does not work, member should go to zoom.us in browser and select "JOIN A MEETING." Follow prompts and insert Meeting ID number and possibly passcode. If all else fails, member can enter a session by phone by dialing 1-929-205-6099 and following the prompts.
<b>Member</b>	Can't get into a Zoom meeting. Gets message "you're already in a meeting"	Try each of the following until you are able to join meeting 1. Restart computer 2. Reregister for meeting 3. Try getting in with a friend's invitation 4. Upgrade Zoom to most recent version 5. Uninstall and reinstall Zoom
<b>Member</b>	Not receiving NWAQ emails	Member should check trash or spam email folders for weekly NWAQ email. If NWAQ emails are not in spam, check with Wayne Cotter to ensure member is on QuestBusiness mailing list.

## Troubleshooting Zoom Problems

<p><b>Member</b></p>	<p>NWAQ continually goes to her spam or trash folder.</p>	<p>Every email system allows users to prevent specific email addresses from being tagged as spam. For example, to prevent QuestBusiness emails from going to spam in gmail accounts one must: (1) click settings&gt;Filters&gt;Create a New Filter; (2) enter questbusiness@googlegroups.com in the "From" field; (3) Click "Create Filter With This Search"; (4) Select "Never Send it to Spam"; and (5) Click "Create Filter". Also, if the NWAQ email is in spam folder, click on "reply". This may avoid future QuestBusiness emails from getting routed to spam folder.</p>
<p><b>Presenter</b></p>	<p>In sharing screen, does presenter need to select "Share Computer Sound" and "Optimize for Full-Screen Video" if she has no videos in presentation?</p>	<p>No, these two options need not be selected if the presenter has no videos. By selecting them (particularly optimization), some attendees may see a blurry PowerPoint.</p>
<p><b>Presenter</b></p>	<p>Presenter does not see her video panel</p>	<p>Presenter should go to floating meeting controls and select "More". Select "Show Video Panel." If this doesn't work, then presenter should go to arrow to the right of the Zoom camera icon and select video settings. Then make sure that the option "Spotlight my video while speaking" is checked.</p>

## Troubleshooting Zoom Problems

<b>Presenter</b>	Not able to share DVDs	Download DVD to computer in mp4 format. Embed it in Power Point. To do this use DVD ripper software such as "WinX DVD ripper Plus". If it's already downloaded in the computer, open Power Point > Insert > Video > Video on my PC. Call Victor Brener for help.
<b>Panelist</b>	Cannot enter webinar	Check that panelist is entering webinar with same email address as used by host in invitation.
<b>Panelist</b>	Cannot share screen in a webinar	Host should make Panelist a co-host.
<b>Panelist</b>	Does not see raised hands	Host should make panelist a co-host.
<b>Host</b>	Does not see raised hands on attendee list	Assign panelist or co-host as host, then leave webinar and re-enter.
<b>Host</b>	Needs to know how many people registered for class	The number of people registering for a class can be found at the bottom of the scheduling page (i.e., the invitation) that the host prepared. Most classes have a size limit of 100 unless the meeting / webinar was scheduled by Bob Reiss or Wayne Cotter. If the class is approaching 100 registrants, the host should contact Bob Reiss.
<b>Host</b>	Needs to know names of people who	Go to bottom of schedule page of class (i.e. the invitation) where number of registrants appears. To the right is a link

## Troubleshooting Zoom Problems

	have registered for class	labeled “View”. Click on “View” and the names of all registrants are listed.
<b>Host or Attendees</b>	Get banner “Internet connection not stable”	<ol style="list-style-type: none"> <li>1. Move laptop closer to router</li> <li>2. Turn off other computers on wifi</li> <li>3. Put cell phone in airplane mode or turn off wifi on cell phone, or turn off cell phone.</li> <li>4. Purchase wi-fi extender to strengthen wi-fi signal</li> </ol>
<b>Attendees</b>	See screen inadvertently shared by another attendee in meeting	Host clicks on carat or arrow next to “share screen” > advanced sharing options > “Who can share – click on “only host”
<b>Attendees</b>	Presenter cannot share Keynote presentation	Presenter should share “desktop” and play Keynote.
<b>Attendees (webinars)</b>	Cannot be heard when unmuted	Upgrade Zoom. See next two rows.
<b>Attendees (PC users)</b>	Want to upgrade to latest version of Zoom	Upgrade to latest version of Zoom, currently Zoom 5.4 Go to Zoom.us > Resources > Download Zoom Client > Download
<b>Attendees (Mac users)</b>	Want to upgrade to latest version of Zoom	Upgrade to latest version of Zoom, currently Zoom 5.4. Open the Zoom application > Click on “Zoom.us” in the upper left-hand corner of the screen > Click on the fifth item from the top in the pull-down menu, “Check for Updates” > Follow directions on the screen.

## Troubleshooting Zoom Problems

<b>Attendees</b>	Presenter's video panel is seen by attendees as a black square obscuring some of PowerPoint	Presenter should select the PowerPoint "standard" (4:3) slide size rather than "widescreen" (16:9). (To change "Slide Size": go to "Design" tab in PowerPoint and move cursor to far right and select "Slide Size" option.) If too late to change slide size, presenter can hide her video panel during presentation (but will not be able to see herself). Even if PowerPoint slides are standard size, presenter's video panel should always be positioned as far right as possible so as not to obscure any portion of PowerPoint.
<b>Attendees</b>	Attendees cannot hear sound on video	<ol style="list-style-type: none"> <li>1. Presenter should stop share, then resume share and check "share computer sound." (Presenter can also go to "more" on the floating meeting controls and select the sound option).</li> <li>2. If using blue-tooth earbuds, switch to computer speaker</li> </ol>
<b>Attendees</b>	Presenter's floating meeting controls are seen by attendees as a long, black rectangle	Presenter should click "More" on the floating meeting controls. Select "Hide floating meeting controls." The presenter can bring back the controls by hitting ESC key on his keyboard. After using the controls, presenter should hide them again.
<b>Attendees</b>	Ads on YouTube videos	Ads can often be circumvented by including a suffix to the URL indicating an exact time the presenter wants the clip to start. (If presenter wants clip to start near the beginning,

## Troubleshooting Zoom Problems

		she can still add a suffix indicating that the clip should start at the first second)
<b>Attendees</b>	Cannot hear presenter when talking while video is playing	Presenter can try to lower sound level of video while speaking but this is not recommended since it is difficult to navigate. It is preferable to simply pause the video, make some remarks, and then resume the video.
<b>Attendees</b>	Volume levels on videos too high	During rehearsals, presenters should check audio levels of videos and note what volume level is comparable to the presenter's speech. (Note: Audio levels of YouTube videos can only be adjusted by using the audio control of YouTube, not by adjusting your computer's audio control). Attendees will then not have to adjust their own volume controls.
<b>Attendees</b>	Video and audio are not in sync when sharing screen	Presenter should stop share, then resume share and check "optimization" box. (Presenter can also go to "More" on the floating meeting controls and select the optimization option).
<b>Attendees</b>	Why does presenter need to check "Optimize for Full-Screen Video" when she begins sharing screen?	This setting increases frame rate of screen share while playing a video clip, so that the playback appears smoother for attendees. Choosing this option prevents videos from appearing "choppy" and allows the video and audio to be more in sync for attendees.

## Troubleshooting Zoom Problems

<b>Presenter</b>	Unable to embed non-Youtube video	Recommend that presentation videos be limited to those available on Youtube.
<b>Presenter (Mac user)</b>	Videos cannot be shared	Presenter should contact Ruth Ward for instructions on embedding videos in PowerPoint.
<b>Presenter (User of older Mac)</b>	Cannot share screen	On Zoom, go to video settings / share screen / advanced / legacy (prior) operating systems
<b>Attendees (Mac users)</b>	PowerPoint presentation is very blurry.	This apparently can happen to some Mac users when "Optimize for Full-Screen Video" is selected by presenter. We have found that upgrading the Mac user's Zoom application to the latest version will help rectify this problem. We have had no blurriness issues reported by PC users.
<b>Attendees (Mac and PC users)</b>	Difficulty in seeing cursor	On both PCs and Macs, presenter can increase cursor size to make it more visible. On PC, Go to Settings> Find a setting > Type in cursor size > Change cursor thickness > Here you can adjust pointer size and cursor thickness. On Mac, click on the "System Preferences" (it looks like a gear or bike front sprocket) > select Accessibility > select Cursor > sliding scale appears showing Normal to Large. Sliding 1/3 of the way toward Large gives cursor that shows up well on a Zoom presentation.
<b>iPad User</b>	Cannot find icons such as audio, video, etc	Icons are on the top of the zoom screen not the bottom. Use cursor to find them.

## Troubleshooting Zoom Problems

<b>iPad User</b>	Cannot hear/be heard	Use the two buttons on the side of the iPad to adjust the sound. Or use earbuds
<b>iPad User</b>	Cannot see entire screen	Turn iPad sideways to landscape view, use the little side button to unlock and relock the view
<b>iPad User</b>	Cannot see speaker	Use speaker view (view icon is top left of the zoom screen)
<b>iPad User</b>	Cannot see all participants	Limitation of the iPad
<b>iPad User</b>	We are seeing attendee's picture moving	Have attendee stabilize iPad on a table. User cannot hold it in hands. As a last resort turn off video.
<b>iPad User</b>	We are seeing ceiling	Have attendee raise iPad on some books until it is height of face
<b>iPad User</b>	We are not seeing attendee	Remind attendee to look at camera (looks like a small dot on the top of the iPad in portrait view)

### If you need help:

Bob Reiss	516 356 4036	Victor Brener	646 321 2959
Wayne Cotter	631 357 2973	Pete Weis	646 259 5869
Ruth Ward	530 867 5088	Ellen Shapiro	212 861 0494
Michael Russo	631 264 9006	Michael Wellner	212 486 3064