

Troubleshooting Zoom

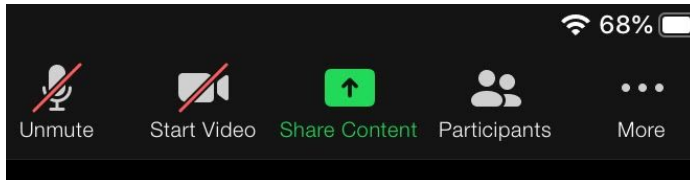
Please remember if you are experiencing a problem the best way to let us know what is going on is to screenshot error messages.

Not Connecting

- ❖ Check your internet connection.
- ❖ What link are you using?
- ❖ Reload your Zoom App from Self Service
- ❖ Verify it's the correct time with your teacher - send an email to your teacher.
- ❖ Restart your iPad
- ❖ Is there an error message? Screenshot email to helpdesk@barneveld.k12.wi.us
- ❖ After checking the troubleshooting. Please submit a ticket to helpdesk@barneveld.k12.wi.us

No Microphone

- ❖ IS your Mircophone on?



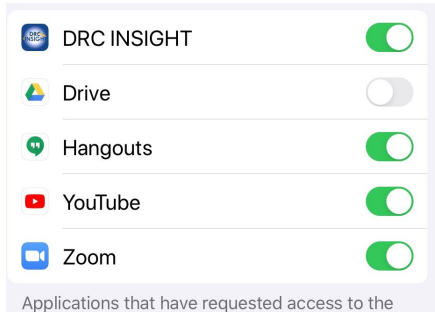
- ❖ Go to "Settings"



- ❖ Go to "Privacy"



- ❖ Make sure the Zoom switch is on.



No Audio

- ❖ Check your volume
- ❖ Volume buttons are outside of iPad by the Camera



- ❖ Can also check by sliding down from the upper right corner.

