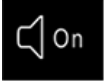




alPHA Winter Symposium, Section Meetings & Workshops

Zoom Meeting and Zoom Webinar Troubleshooting

Issue	Potential Resolution(s)
Joining a meeting	This short video may be helpful. Join a test meeting in advance to ensure you are able to connect. This link has additional instructions for joining a meeting from various devices, platforms, and browsers.
Do I need an account to participate?	Attending a Zoom Webinar is as straightforward as clicking on a link. Webinar attendees do not need their own Zoom account to join a Webinar. You can join through a browser or the Zoom client from any desktop, laptop, and mobile device. You do need an account though to access many of the features and it is recommended that if you don't have an account to create one in advance of the event. To create an account, click here.
My video/camera isn't working	With Zoom Webinar, you can participate in the conference without being on camera.
Audio Echo in the Meeting	1. You may have both computer and telephone audio active. Please disable one. 2. Multiple computers with active audio in the same room. Please use sound on only one device.

My microphone isn't working	With Zoom Webinar, participant microphones are unavailable. Please use the Q&A function, and a moderator will respond or will pass your question / comment on as appropriate.
My audio is not working on iOS or Android (tablet/iPad or smart phone)	1. Ensure your speaker is turned on. If you see the speaker icon in the top left corner is turned off, tap it to turn on your speaker:  2. Increase the volume on your device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only. 3. Try using ear phones. 4. Restart your device. 5. Reinstall Zoom from the Apple App Store or Google Play
My audio is not working on computer	If you are using a headset, ensure you have selected this output in your sound settings. Ensure you have not inadvertently muted your sound. You may wish to test your speakers here. Updated October 1, 2024