



Troubleshooting **zoom**

“Setting Up for Success”

1. Find **Zoom** on your iPad.

- Check for the **Zoom** app icon. 
- If **Zoom** is not there... 
 - Tap the **App Portal** icon.
 - Search for Zoom.
 - Tap on **Zoom**, and then tap **install**.



SCAN ME FOR HELP
WITH CAMERA, AUDIO,
AND CHAT

2. When Opening **Zoom** Class Meeting.

- Choose **OK** if the message **Zoom would like to Access the Camera** appears.
- Choose either **Join with Video** or **Join without Video**.
- Choose **OK** if the message **Zoom would like to Access the Microphone** appears.
- If you see the message **Please wait, the meeting host will let you in soon**, wait for the teacher to give you access.

3. Connect to hear sound on **Zoom**.

- At the beginning of a meeting, a pop up will appear stating **To hear others please join audio**, choose **Call using Internet Audio**.
- If you cannot hear anything, please check the volume on the iPad.
- If you still cannot hear anything, please look for an icon at the top of the screen called **Join Audio**, and click it.

4. Turn the microphone on and off.

- Tap the middle of the screen. Look for the microphone icon at the top of the screen.



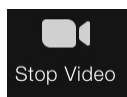
If the icon looks like this, the microphone is **ON**. Tap to turn off.



If the icon looks like this, the microphone is **OFF**. Tap to turn on.

5. Turn the video camera on and off.

- Tap the middle of the screen. Look for the video icon at the top of the screen.



If the icon looks like this, the camera is **ON**. Tap to turn off.



If the icon looks like this, the camera is **OFF**. Tap to turn on.

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6. How do I access the chat on Zoom?

- Tap the middle of the screen. Look for the **more** icon at the top right corner of the screen.
- Tap **Chat**.



7. What if I lose connection to Zoom?

- Check in the top right corner of the iPad for the Wi-Fi icon.
- If you do not see the icon, you are not connected to the internet.
- Tap the **Settings** app, then tap **Wi-Fi**, and check if Wi-Fi is on. If it is, the switch will be **GREEN**. If not, the switch will be grey and will need to be turned on.
- If the issue is still not solved, check to see that your home's network is the one connecting to the iPad.



- If your home's Wi-Fi name is not selected, choose it in the drop down list on the settings screen. If you do not see the name, you likely have an issue with your home internet connection.
- If your home's Wi-Fi name is selected, try turning the iPad off, waiting a few seconds, and turning it on again to see if that helps fix the issue.

8. I tried everything listed, but I still cannot access **Zoom**. **OR** I am still having technical difficulties.

Please email elarning@ksd140.org for further assistance.