

### Follow up tips/suggestions for troubleshooting Zoom for your Support Group

- Test your camera and microphone PRIOR to joining a Zoom meeting (if possible) to decrease troubleshooting time during your support group.
  - You can test both with Zoom when you join a meeting (follow the Zoom prompts)
  - You may also have to test both without using Zoom. Go to your computer settings to locate your camera and/or microphone settings/software to troubleshoot.
- If your computer/laptop does not have a built-in video camera and/or microphone, you do not have a clip-on webcam/microphone, or do not have a smart phone that has a camera:
  - You can use any of the “**Dial by Your Location**” phone numbers, along with the **Meeting ID** and **Password** that was included in your **original Zoom meeting email** to dial in to the meeting with ANY phone (landline, cell phone that is not a smart phone, smart phone, etc.). With this option, you can TALK with the group but cannot SEE anyone. They can hear you but cannot see you.
  - You can also use the above option to dial in and TALK with your support group members AND use your computer (without a webcam) to SEE the group on your screen, even if they can’t see you. (You view the group from your computer, they hear you from your phone.)
  - You may choose to purchase a webcam/microphone that you can use with your computer/laptop. Check sites like Amazon, Target, Best Buy, Walmart, etc. for delivery options.
- Once you’re in the Zoom meeting, check to make sure that your audio and visual are on by hovering your mouse over the bottom left corner of the screen to show the microphone and video icon – both should not have a red line through them. If either do, click on the icon to enable audio/video.