



Zoom Technical Support Language

*For computers

TECHNICAL ISSUE	RESPONSE & SOLUTION: copy & paste into a private message with participant
Introduction message for technical support	Hello everyone. If you have any technical issues during today's webinar, please send me [designated tech support] a private message describing your issue. I will help diagnose the problem.
Audio issue. (speaker/mic) <i>"I can't hear the presenter."</i> <i>"There's no sound."</i> Further support language:	I'm sorry you're having technical issues. Here are some instructions to help. 1) Open the audio menu (^) in the bottom left corner of the Zoom window. It is next to the microphone symbol. 2) Double check to make sure your computer speakers or appropriate speakers are selected under " Speakers ". 3) If this doesn't work, select " Audio Options "... at the bottom of the menu. 4) At the top of this page, select a different speaker and test to make sure your audio is working. If you are still having technical issues, go to the Zoom Support page: https://support.zoom.us/hc/en-us/sections/200319096-Audio If you don't see the audio options, you may need to maximize your window.
Microphone/Video turned off <i>"My microphone is turned off."</i> <i>"My video is turned off."</i>	Thank you for joining us for the webinar. The host has turned off all microphones and videos to conserve bandwidth and reduce background distraction. *Private message to participants who haven't turned off video or microphone after host's request: Excuse me [participant's name], would you please turn off your video and mute yourself to conserve bandwidth and

<p>*If a Host/Co-Host stops a participant's video, the participant <u>cannot restart</u> their own video. Keep this in mind if you are using breakout rooms where you want participants to be able to use their video.</p>	<p>reduce background distraction during the presentation. Thank you.</p>
<p>Sending CEUs, Slides, Videos and links</p> <p><i>"Can you share the slides?"</i> <i>"How do I get CEUs?"</i></p>	<p>[The host/presenter] will email all participants the presentation slides, videos, links and [CEUs] at the completion of the webinar.</p>
<p>Zoom Password issue</p> <p>"I need a new password for the meeting"</p>	<p>If you require registration, then participants will receive a password-embedded link in their confirmation email; but if some folks are trying to enter without having registered-- maybe they're panelists and were given a direct general link, or by some other means they acquired a direct general link-- then they'll be required to enter the password, since they didn't have a unique password-embedded link to click. For this reason, for our staff meetings we've stopped requiring a password, and for external meetings/webinars, we're requiring absolutely EVERYONE to register so that they get a password-embedded link.</p>
<p>Unable to join meeting</p>	<p>If a participant doesn't have a link or a password, they haven't registered. Include contact information in the meeting invitation for the staff member responsible for registration. That person will be able to check registration status and assist participants as they register or re-register for Zoom webinars.</p>
<p>Unintentional private messages</p>	<p>Hi [participant], I recommend sending a message to the whole group. Select the blue drop down menu in the chat box. Select "Everyone (in Meeting)" to send a public message.</p>
<p>Live Rev Caption error</p> <p>Captions stop working/icon disappears from upper left corner</p>	<p>The captions aren't working right now. Unfortunately, we don't have control over this service. We apologize for any inconvenience.</p>

*For Smartphones (iPhone)

<p>Audio issue. <i>"I can't hear the presenter."</i> <i>"There's no sound."</i></p>	<p>See this Zoom Support article: https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android</p>
<p>Turn Video On</p>	<p>Select the video camera icon on the bottom menu.</p>
<p>Open the Chat Box</p>	<p>Select the "More"(...) button, select "Chat".</p>