

Note: It is always better to open Zoom in the Zoom app (phones/tablets) or desktop client (laptops or PC's). On iOS and Android phones, go to the app store, download Zoom Cloud Meetings and then open your room again. On a laptop, go to <https://zoom.us/download> and download the Zoom Client for Meetings (the first link).

## If I cannot hear my teacher: CELLPHONE INSTRUCTIONS

- Tap the Join Audio button in the bottom left of your screen
  - Tap “Call via Device Audio”
  - Try again!
- If that doesn't work
  - Plug in your headphones
  - Try again!
- If that doesn't work
  - Tap the screen
  - Tap More (three dots)
  - Tap Disconnect Audio
  - Tap Join Audio
  - Tap Dial In
  - Tap any phone number

Note: if you have an unlimited data smart phone plan, try connecting with your data plan rather than Wi-Fi. The signal might be better with your data plan.


## If I cannot hear my teacher – LAPTOP INSTRUCTIONS

- Plug in your headphones
  - Try again!
- If it still doesn't work:
  - Look at the bottom of your Zoom screen.
  - Find the microphone (see picture)
  - Click the “up” arrow next to the microphone.
  - Find “Select a speaker”
  - Click “Same as system”
  - Try again!



- If it still doesn't work:
  - Click that “up” arrow again.
  - Click “Test Speaker and Microphone”
  - Follow the instructions on your screen
- If it still doesn't work
  - Use your phone.
  - Click that “up” arrow again
  - Click “Switch to phone audio”
  - Dial any of the phone numbers on your cellphone.
  - Enter your meeting ID
  - Enter your participant ID
  - Listen and speak through your phone. Watch the screen.

## If your teacher cannot hear you – LAPTOP/TABLET INSTRUCTIONS

- Look at the Zoom menu.
  - If you see this image
- 
- Click it.
  - If that does not fix the problem:
    - Plug in your cellphone earphones.
    - Try again!
  - If it still doesn't work:
    - Look at the bottom of your Zoom screen.
    - Find the microphone (see picture).





- Click the “up” arrow next to the microphone.
- Find “Select a microphone”
- Click “Same as system”
- Try again!

# ELI Remote Classroom Support

- If it still doesn't work:
  - Click that "up" arrow again.
  - Click "Test Speaker and Microphone."
  - Follow the instructions on your screen.
- If it still doesn't work
  - Use your phone.
  - Click that "up" arrow again
  - Click "Switch to phone audio"
  - Dial any of the phone numbers.
  - Enter your meeting ID
  - Enter your participant ID
  - Listen and speak through your phone. Watch the screen.

## If your teacher cannot see you

- If you are using a computer or tablet:
  - Look at the bottom of the screen.
  - The second picture is a camera.  

  - Click START VIDEO.
- If you are using a cellphone
  - Tap the screen
  - The second picture is a camera.  

  - Click START VIDEO.
- If that doesn't work but you have audio, your teacher will get help for you.