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 FOR VIDEO
INSTRUCTIONS

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 **Wifi**.
- 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.

Mute

Unmute

SCAN FOR VIDEO
INSTRUCTIONS

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.

Stop Video

Start Video

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 Wifi icon.
- If you do not see the icon, you are not connected to the internet.

- Tap the **Settings** app, then tap **Wifi**, and check if Wifi 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.

Wi-Fi	
✓ Home Wi-Fi Name	🔒 📶 ⓘ

- If your home's Wifi name is not selected, choose it in the drop down list on the settings screen.

- If your home's Wifi 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.

- If you are still experiencing issues, please visit us at ksd140.org/contact-us