

Zoom

Troubleshooting

Audio & Video

Quick Reference Guide

Administrative Office of the Courts
 1001 Vandalay Drive
 Frankfort, KY 40601
 (502) 573-2350



Legend: Look for *Helpful Hints* Bold Text = **Action** Bracketed Text<> = button or link
 Click=Select w/ Mouse or Touch Pad Italicized Text = Object of Action Single Quotes = Description

Step	Objective	Action
1	Troubleshooting audio	<p>If you are having trouble with your speakers or microphone:</p> <ol style="list-style-type: none"> Once inside a Zoom session, click the <i>up arrow</i> next to the microphone on the toolbar. <div data-bbox="597 617 818 756" data-label="Image"> </div> Select Audio Settings. <ol style="list-style-type: none"> If you cannot hear others: Click the drop-down labeled <i>Speakers/Headphones</i>, then select the appropriate option for your computer. Also make sure your volume is turned up. If others cannot hear you: Click the drop-down labeled <i>Microphone Array</i>, then select the appropriate option for your computer. <div data-bbox="505 1037 1463 1421" data-label="Image"> </div>

Zoom

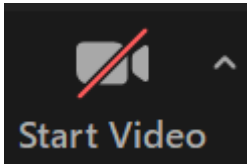
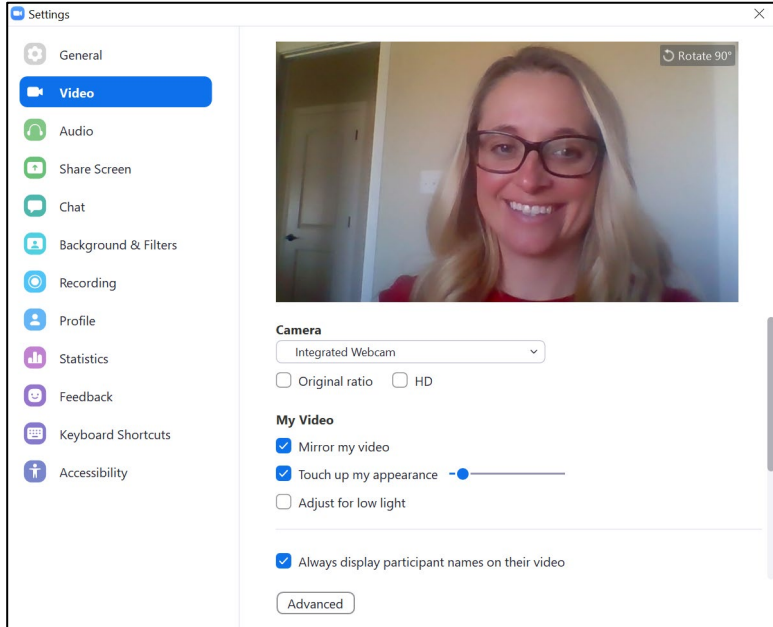
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Step	Objective	Action
2	Troubleshooting video	<p>If you are having trouble with your camera:</p> <ol style="list-style-type: none">Once inside the Zoom Session, click the <i>up arrow</i> next to the camera on toolbar.  <p>The image shows a close-up of the Zoom toolbar. It features a camera icon with a red diagonal line through it, indicating that video is turned off. To the right of the camera icon is a small white upward-pointing arrow. Below the icon is the text "Start Video".</p> <ol style="list-style-type: none">Select Video Settings.Click the drop-down labeled <i>Camera</i>, then select the appropriate option for your computer. Also make sure nothing is blocking or covering your camera.  <p>The image shows the Zoom Settings window with the "Video" tab selected. On the left is a sidebar menu with options: General, Video, Audio, Share Screen, Chat, Background & Filters, Recording, Profile, Statistics, Feedback, Keyboard Shortcuts, and Accessibility. The "Video" section is expanded, showing a video preview of a woman with blonde hair and glasses. Below the preview are settings for "Camera" (set to "Integrated Webcam" with a dropdown arrow), "Original ratio" (unchecked), "HD" (unchecked), "My Video" (checked for "Mirror my video", "Touch up my appearance" with a slider, and "Adjust for low light" (unchecked)), and "Always display participant names on their video" (checked). An "Advanced" button is at the bottom.</p>