

# ZOOM

## Help and Advice

**Q. How many participants can join a Zoom meeting using a FREE account?**

A. Up to 100 participants can join a Zoom meeting.

**Q. How long can meetings last using a FREE account?**

A. 1-2-1 meeting are unlimited, for 2+ this is limited to 40minutes

**Q. Is it only available on PC?**

A. Zoom has apps for both mobile devices and Windows/Mac

**Q. Do I need a headset?**

A. For Zoom to function correctly and people to hear you clearly it is advisable when using a pc or mac to use a usb headset.

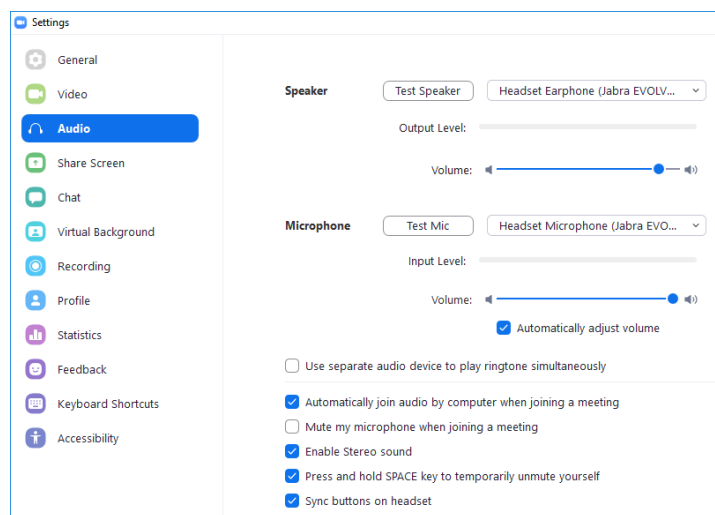
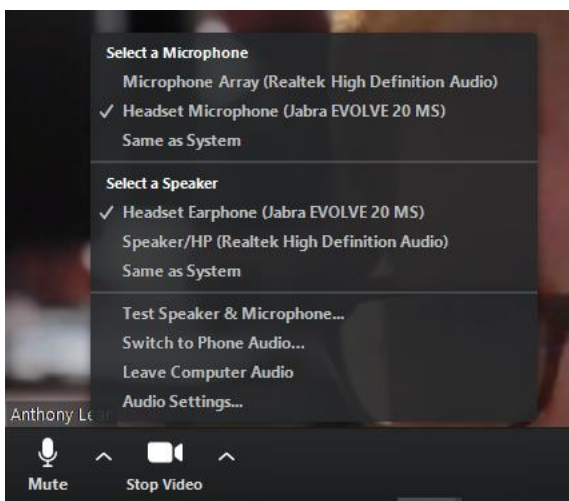
### Audio Issues

**Q. My headset is not working**

A. Click the up arrow next to the MUTE in the left hand corner of the screen. This will bring up the following box. Make sure that your headset is the selected device.

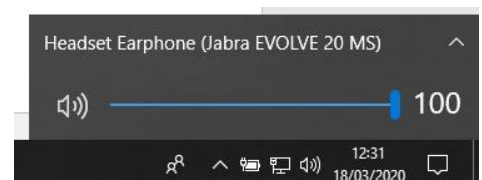
You may also click the TEST SPEAKER & MICROPHONE this will bring up a simple test box.

Clicking on AUDIO SETTINGS will up the ZOOM application settings window. For Microphones please make sure that AUTOMATICALLY ADJUST VOLUME is ticked.



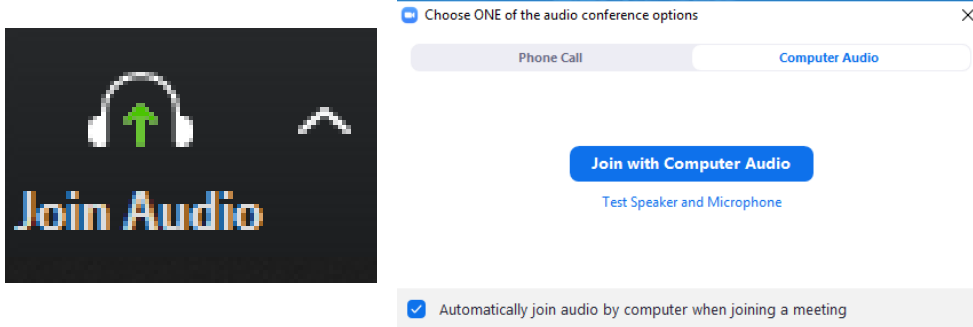
**Q. My mic is working but I cannot hear anything**

A. Follow the steps above. If this does not work check the volume settings in the task bar. Click on the speaker icon and the audio output volume device will appear. The arrow in the corner allows you to swap between various audio output devices.



**Q. No mute icon but Join Audio**

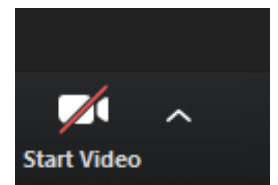
A. If you see a JOIN AUDIO button instead of a MUTE this will mean that the call is not using your pc audio. Clicking on this a box will appear with 2 tabs PHONE CALL and COMPUTER AUDIO. To use computer audio click on the JOIN WITH COMPUTER AUDIO.



**Video Issues**

**Q. People only see my name**

A. This is because your video is not started. In the left hand corner of the ZOOM app you will see a START VIDEO button. Clicking this button will turn on your video.

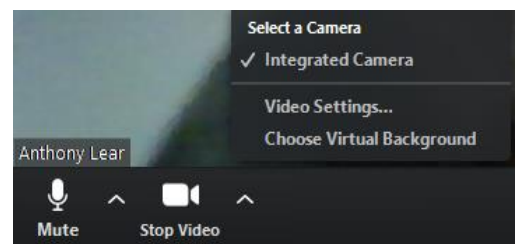


**Q. My video / camera is black**

A. If using a laptop, please check that the cover over the camera has been removed

**Q. It is using the wrong camera**

A. If you have multiple cameras (integrated and external webcam) please click on the arrow next to STOP VIDEO. This will bring up a menu showing the cameras you have connected. The select camera has a tick next to it.



**Online help:**

**Audio, Video, Sharing** - <https://support.zoom.us/hc/en-us/categories/201137166>

**Meetings & Webinars** - <https://support.zoom.us/hc/en-us/categories/201146643>

**Zoom Video Tutorials** - <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>