

TYPICAL ISSUES WHEN ATTENDING A ZOOM MEETING USING AN IPAD OR MOBILE DEVICE OR ANY TABLET

IF CHAT BOX IS BLOCKING YOUR VIEW

- When the chat box comes up, look in the upper right corner of the chatbox and click on the bell icon.
- When the menu pops up saying "MUTE NOTIFICATION" click the right blue choice: MUTE
- Then close the chat box by clicking CLOSE (top left of the chat box).

IF YOU CANNOT HEAR OTHER PARTICIPANTS

- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker.
- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.
- Reinstall Zoom from the Apple App Store or Google Play

IF YOU ARE USING A COMPUTER AND CANNOT SEE WHAT IS BEING PRESENTED ON SCREEN

- Find the green "view options" button at the top of the screen. Select "fit to window" and see if that corrects the problem.
- If you are still experiencing issues, again under view options, select "side by side" view. This should show you both the video of the presenter and the presentation materials side by side.

IF YOU ARE USING A TABLET OR A CELL PHONE AND CANNOT SEE WHAT IS BEING PRESENTED ON SCREEN

- Make sure you are in "Speaker" view.
- Click the blue button on the left hand side of the screen to toggle between the three "view" modes: speaker view, thumbnail view and gallery view.
- You want to make sure it says "thumbnail" view. Surprisingly, this means you are in speaker view.

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