

Unable to resolve your issue? Call our office for support at (517) 321-6233.

STUDENT SELF-DIAGNOSTIC GUIDE

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My video/camera isn't working:

If your camera is not showing up in the Zoom Settings or it is selected and not showing any video, these tips can help you troubleshoot why it is not working.

Solution:

Follow the steps below to resolve the issue for macOS:

1. Make sure that all other programs that utilize the camera, such as Photo Booth and Facetime, are closed.
2. Restart your computer.
3. If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or Facetime.
 1. If it works elsewhere, uninstall the Zoom client and reinstall latest version from the [Download Center](#).
 2. If it does not work in any application, contact [Apple support](#).

Follow the steps below to resolve the issue for Windows:

1. Make sure that all other programs that utilize the camera, such as Skype, Communicator, etc., are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from the [Download Center](#).
4. Visit your device's support and downloads page to update the camera driver:
 - [Logitech](#)
 - [Dell](#)

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- [Lenovo](#)
- [HP](#)
- [ASUS](#)
- [Samsung](#)
- [Sony \(PC\) \(Webcams\)](#)

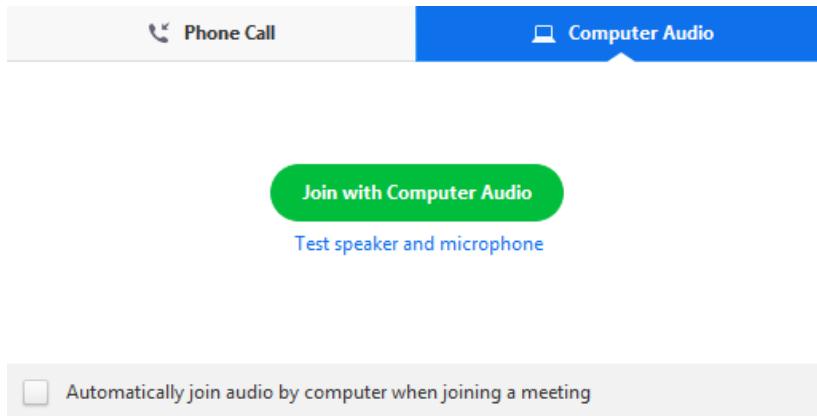
Follow the steps below to resolve the issue for Linux:

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. If it does not work after restarting, uninstall the Zoom client and reinstall the latest version from our [Download Center](#).

My Microphone/Speaker isn't working:

To test or set up your microphone and speaker to work with Zoom:

1. After joining a meeting, click **Test speaker and microphone**.



2. The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.

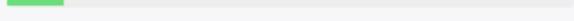
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Testing speaker...

Do you hear a ringtone?

Yes **No**

Speaker 1: Headset Earphone (Sennheiser SC70 USB f ▾

Output Level: 

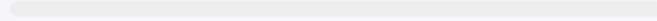
3. If you don't hear an audio replay, use the drop-down menu or click **No** to switch microphones until you hear the reply. Click **Yes** when you hear the replay.

Testing microphone...

Speak and pause, do you hear a replay?

Yes **No**

Microphone 1: Headset Microphone (Sennheiser SC70 US ▾

Input Level: 

4. Click **Join with Computer Audio**.

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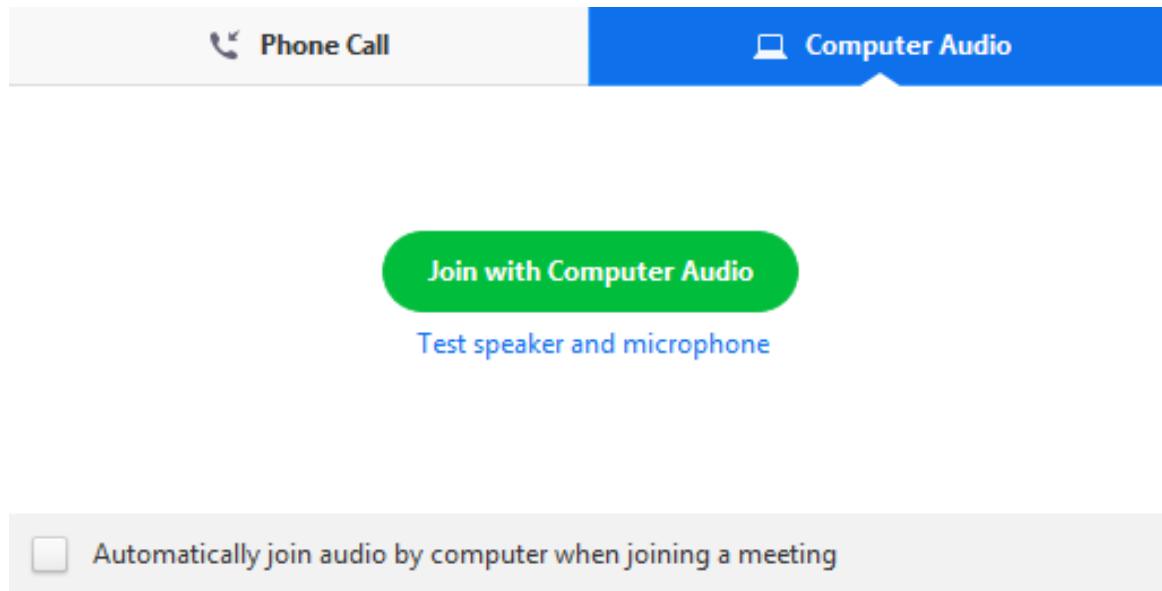
Speaker and microphone looks good

Speaker: Headset Earphone (Sennheiser SC70 USB for I

Microphone: Headset Microphone (Sennheiser SC70 USB fr

Join with Computer Audio

5. Click **Join with Computer Audio** to join the test meeting with the selected microphone and speakers.



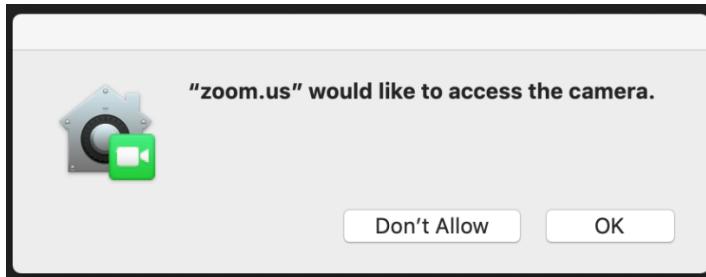
Troubleshooting Microphone in Zoom Meetings:

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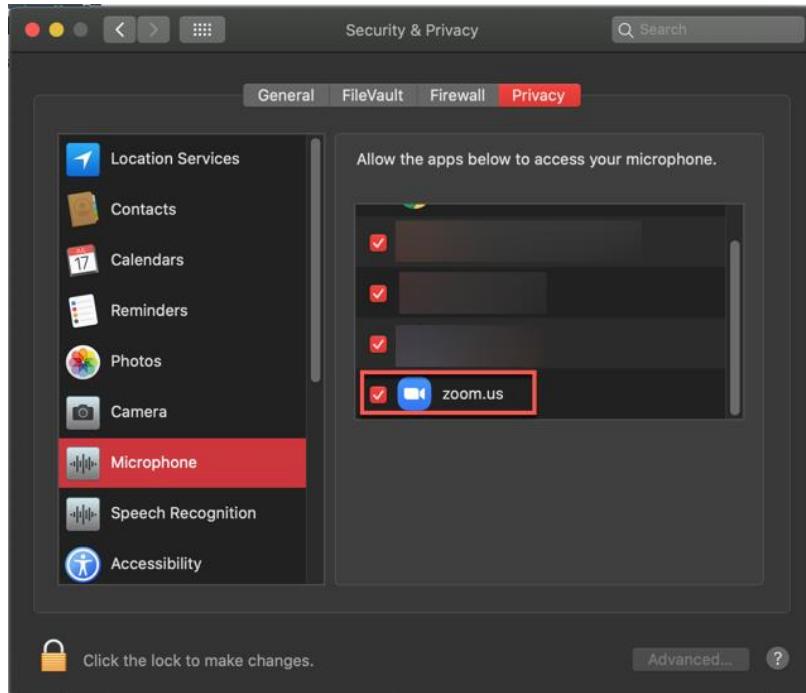
Microphone Troubleshooting for Mac

If you are on Mac OS 10.14 Mojave or earlier and can't access the microphone, check your operating system permissions to confirm that Zoom has access to the microphone. [See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.](#)

- Due to increased security and permissions with Mac OS 10.14 Mojave and 10.15 Catalina, you will be prompted to authorize the Zoom Desktop Client and Zoom Rooms to use the microphone, camera, and on Mac OS 10.15 Catalina, screen recording. You will also be prompted to allow the Zoom Desktop Client to allow others to remotely control your desktop. You can click **OK** during the initial request and you will be able to use your microphone and camera in Zoom.



- If you do not allow Zoom access during this initial prompt or the camera, microphone, and remote control access become disabled, you will need to go into your OS System Preferences to allow access.



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Microphone Troubleshooting for Windows

If you are on Windows 10 and can't access the microphone, use the Windows search box to navigate to **Microphone privacy settings**. Switch on the **Allow apps to access your microphone** toggle, and enable access for Zoom.

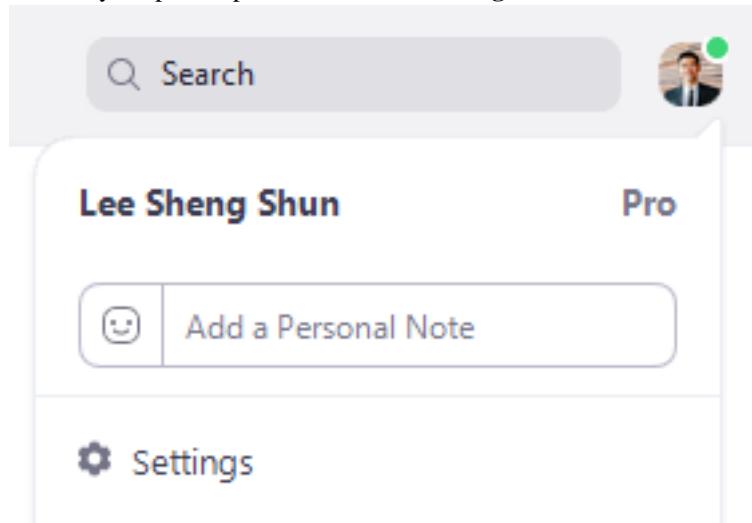
I'm having trouble with Audio in Zoom Meetings:

Testing Audio Using Audio Settings

To test your audio, navigate to your audio settings before or during a meeting:

Before a meeting

1. Log in to the Zoom client.
2. Click your profile picture then click **Settings**.



3. Click the **Audio** tab.



4. Follow the sections below to test your speaker.

During a Meeting

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You can access your audio settings and test your audio when you are already in a meeting.

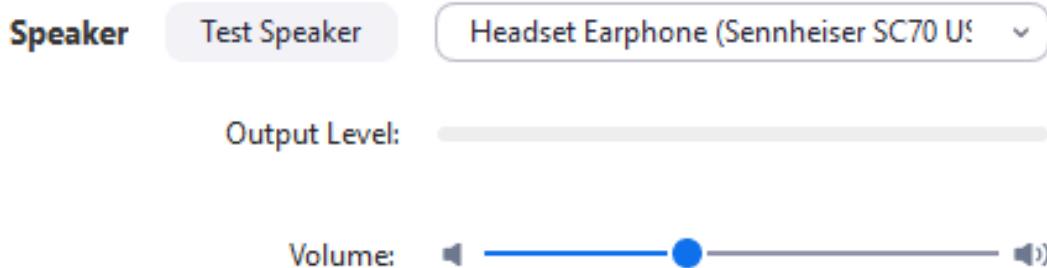
1. In the meeting controls, click the arrow next to **Mute/Unmute**.



2. Click **Audio Options**. This will open your audio settings.

Testing your Speaker

1. Click **Test Speaker** to play a test tone.
2. If you cannot hear it, select a different speaker from the menu or adjust the **Volume**.



I lost the link to log in to Moodle:

<https://lead.moodle.school/login/index.php>

I forgot my Moodle Password:

Students can use the button on the login page: <https://lead.moodle.school/login/index.php>

Students can recover their own passwords at this link:
https://lead.moodle.school/login/forgot_password.php