

How to **TURN OFF YOUR VIDEO AND YOUR MICROPHONE** during the ICL presentations.

Laptop: At the base of your Zoom screen there are two icons on the left –

a microphone  and a camera 

Simply click on each of these to turn them off. You will see a line through them when they are off.



You can also use the keyboard shortcut **ALT+V** to toggle the video on and off.

Tablet: On an iPad, these icons will be located at the top of the screen

Phone: Both iPhone and Android phones will show the icons at the bottom of the screen.

To access **CHAT**



The Chat icon is also at the base of the Zoom screen on a laptop.

To find it on a Tablet or Phone, tap the three dots for More options.

The Chat option will be listed there.



When the Chat area is closed on your device and Chat messages are posted, you will be alerted to the number of messages waiting to be read.

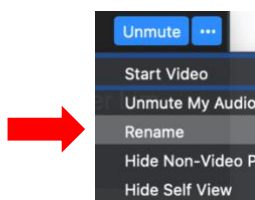


CHANGING YOUR NAME: Your name is posted in the lower left corner of your video in Zoom. This is based on your login. Please change your name to identify yourself. This is helpful if the host needs to contact you or turn off your video or microphone. iPad or a telephone number do not correctly identify you and there is often more than one member that logs in with that identification.

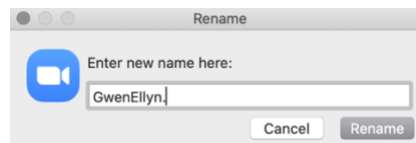
To change your name on the screen, find the Mute button in your video and click on the three dots next to it.



This will offer you a pull-down menu and look for **RENAME** towards the bottom of the list.



Simply type your name in the space and hit the Rename button.



AUDIO ISSUES: Many things can cause audio issues while listening to a Zoom session. Internet quality can be a factor, as well as heavy web browsing. We will do everything in our power to provide quality audio, however, if you experience difficulty hearing the presenter, try these troubleshooting ideas:

- Make sure your speaker is turned on. (See directions below)
- Increase the volume on your device. Even if your speaker is turned on in Zoom, your device may not be set to a good volume.
- Try using earphones.
- Restart your mobile device.

If the problem persists over several meetings, try reinstalling the Zoom app.

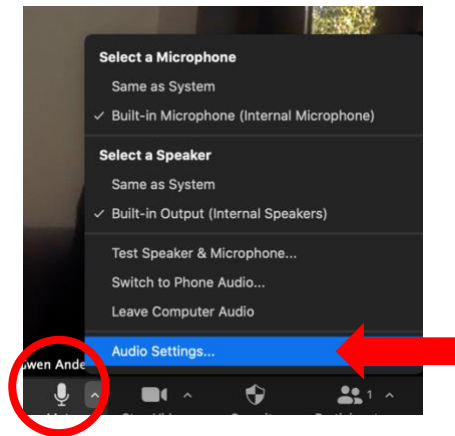
To check your speaker:

Option A: In the Zoom, click on the Zoom Meeting at the top of your screen and check to make sure that your Audio is not muted.

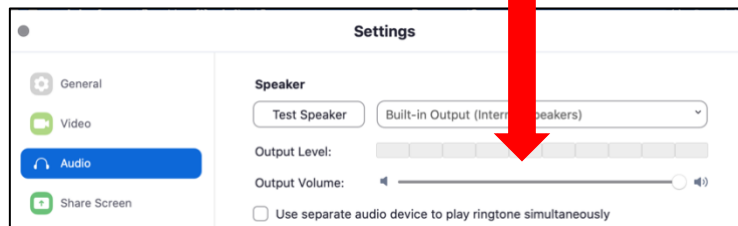


Option B: Click on the microphone icon at the base of the Zoom page to open a pop-up window with several choices.

Click on Audio Settings.



Make sure that your Output Volume is turned up.



Here are some additional resources: <https://www.androidcentral.com/how-fix-zoom-audio-problems>