

IAP2 Australasia Virtual Learning

Zoom troubleshooting

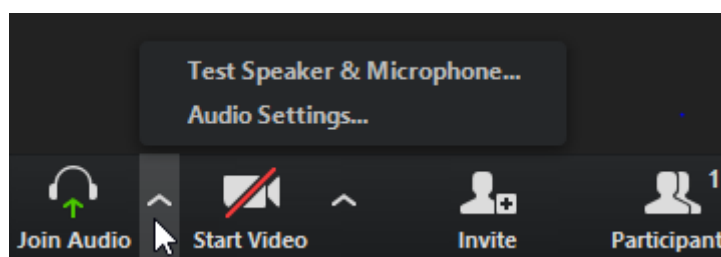
How can I fix my sound?

PC/Laptop:

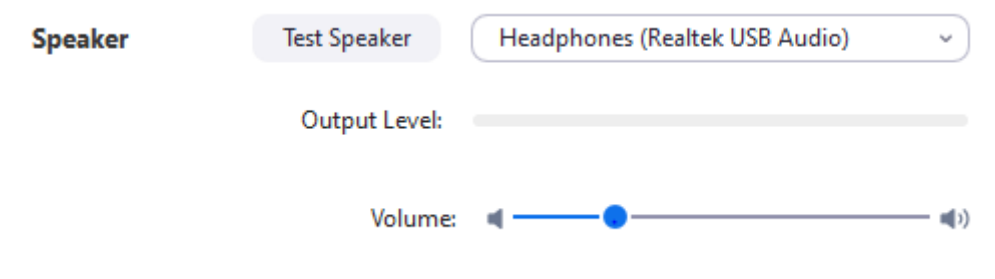
- Expand the Audio icon and open the Audio settings
- Click speaker option and test speaker
- Once testing, if you still cannot hear, then adjust the volume or select a different speaker from the menu

Troubleshooting Speaker:

Open Audio Settings

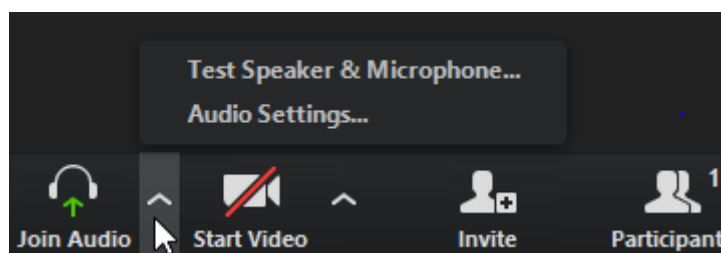


Test speaker and if you cannot hear it, select a different speaker from your menu or adjust volume.

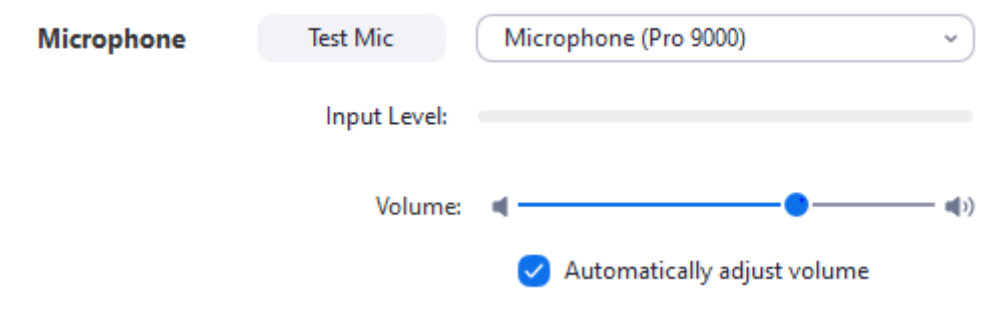


Troubleshooting Microphone:

Open Audio Settings



In the microphone section, the green input level bar will move when Zoom is picking up Audio. Inside Audio settings you can select another microphone or adjust the input level.

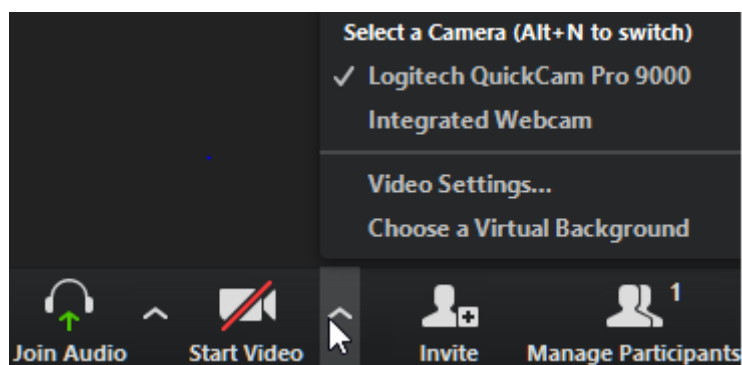


We understand that sometimes technology can go awry and cannot be fixed on the day. If you are unable to resolve any tech problems please contact us at training@iap2.org.au and we will do our best to help.

How can I fix my Video?

PC/Laptop:

- Make sure all other programs that use your webcam are closed
- Restart the computer or Laptop
- Reinstall latest Zoom version in the Download Centre
- You can also visit your device brand's support for FAQ's.



If you cannot see the video opening in Zoom, open the video menu to see which camera is currently selected, change if necessary. If a change is required, verify the preferred camera is listed and selected.

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What Happens If I lose Connectivity?

Don't panic!

We encourage you to connect from a location with the highest speed internet you have access to.

You can try moving closer to your WIFI connection.

You can try restarting your computer and re-joining the meeting if you are able to.

You can use your phone or other device data if available, as a back-up device. It is encouraged that you have a back-up option available prior to the commencement of your training session.

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