1. Close all other programs

All open apps appear on the black bar at the bottom of your screen (the taskbar). To close them:

- a. Right-click on the app you wish to close. A box will pop up with several options.
- b. Left-click on "Close Window" (or "Close All Windows" if you are closing an internet browser such as Chrome or Firefox)

2. Double-check that Skype is closed

a. Follow the steps in Tip #1.

3. Disconnect from SBISDVPN





b. Click "Settings" (a gear symbol usually right above the power symbol)







4. Check for Zoom Updates

- a. Open Zoom and click your initial in the top right corner
- b. Select "Check for Updates" in the drop down menu





- c. You should have version 5.0 or higher.
 - If updates are available, please run them. Call Technology Service at (713) 251- 8324 if you have any questions.
 - ii. If you have anything lower than 5.0, please refer to Page 6 of this document for Zoom Upgrade instructions.

					-	
	Home	Chat	() Meetings	Contacts	Q Search	(
🖸 Zoom Update					×	
You are	up to date	e				
	e latest version 5.0.5		2). <u>Release no</u>	otes	1	
				Close		
New Meeting ~	Join					
19	1			20 B B		
				No upcoming mee	etings today	
Schedule	Share screen ~					

5. Check your device for updates

- a. Click Start
- b. Click the power symbol ONCE (immediately above the start button)

C Zoom

- c. Click "Restart"
 - i. There is a difference between restarting your computer vs shutting it off then turning it on. If you do not restart your laptop regularly, it will not receive necessary updates.

6. Connect your device to Ethernet instead of wireless

- a. Ethernet helps your internet connection go much faster than wireless.
- b. If you are on campus, doc your computer.
- c. If a doc is not available:
 - i. Unplug the Ethernet cord that runs from the back of your classroom's phone into the wall
 - ii. Plus the cord into your device so it is connected to the wall.
- d. If you are at home, unplug the Ethernet cord from your modem/ router, and plug it into your laptop (this cord runs into the wall).
- e. You should now see the wifi symbol change to an Ethernet symbol in the bottom right corner of your desktop (next to the time & date)



Example of an Ethernet cord





Wifi Symbol

Ethernet Symbol

7. Connect External Screens via HDMI cable

- a. If you are sharing an external screen (such as ActivBoard, tablet, or phone), use a cable to connect your device to that screen.
- b. The preferred method is usually via HDMI cable (pictured below). Please contact your campus technician if you have any questions.

8. If your camera isn't working...

- a. Ensure nothing is covering the camera
 - Some models of laptops have a cover over the camera that will also cause audio issues. Ensure this switch is open if you have a 7400 model. (pictured right)
- b. Follow steps 1-5





9. If you are experiencing audio issues while using Zoom on your

phone...

Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

 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

Troubleshooting Microphone Issues

If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

• Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself:



If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a <u>chat message</u> to the host.

• Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.



- Try using earphones with a microphone.
- Ensure Zoom has access to your device's microphone.
 - **iOS**: Go to **Settings** > **Privacy** > **Microphone** and switch on the toggle for Zoom.
 - Android: Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for Zoom.
- Ensure that no other applications are using the microphone at the same time.
 - **iOS**: Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - Android: Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
- Restart your iOS device.
- Reinstall Zoom from the <u>Apple App Store</u> or <u>Google Play</u>

If you are still experiencing Zoom issues after completing all of these steps, please call (713) 251-8324 or your campus technician for assistance.

Zoom 5.0 Upgrade

- Ensure that you are logged into the machine as yourself.
- Ensure that your machine is connected to your home



- If **ZOOM** is already installed:
- Ensure that you do not have an active ZOOM session opened
- Ensure that the ZOOM application has been closed by viewing your system tray (in the bottom righthand corner) and exiting out of the ZOOM application.



- Uninstall any previous versions of ZOOM by navigating to your START menu and in the search box type in "appwiz.cpl " (without quotes)
- Select the top option

Ο

All Apps Documents Web	More 🔻	<i>₽</i> ···
Best match appwiz.cpl Control panel item		
Search the web	>	appwiz.cpl Control panel item
		Location <u>C:\WINDOWS\system32</u> Last modified
		 Open Run as administrator
		 Open file location Copy full path
		o 🗄 👼 🌍 🖼 🛃 詩

In the pop up window, scroll down to Zoom.

inel Home	Uninstall or change a program							
lled updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.							
lows features on or		The state						
	Organize - Uninstall Repair							
ogram from the								
	Name	Publisher	Installed On		Version			
	國 Apple Application Support (32-bit)	Apple Inc.	11/5/2019	128 MB	7.5			
	劇 Apple Application Support (64-bit)	Apple Inc.	11/5/2019	145 MB	7.5			
	Apple Mobile Device Support	Apple Inc.	11/5/2019	31.8 MB	12.2.1.12			
	Audacity 2.3.2	Audacity Team	11/5/2019	66.9 MB	2.3.2			
	Senjour Senjour	Apple Inc.	11/5/2019	2.01 MB				
	Samtasia 2019	TechSmith Corporation	1/27/2020	1.32 GB	19.0.9.17643			
	Certiport Lockdown Service	Certiport	12/12/2019					
	CertiportNow	Certiport	4/1/2020					
	© Compass	Certiport	4/1/2020		19.0.2.440			
	Console 8	Certiport	12/12/2019		8			
	Google Chrome	Google LLC	4/1/2020		80.0.3987.163			
	115 7.5 Express	Microsoft Corporation	12/12/2019		7.5.1190			
	M Intel® Graphics Driver	Intel Corporation	11/5/2019		20.19.15.4364			
	P Enterprise Server - VI MonitorPlus	Panasonic System Solutions Co	11/6/2019	806 MB	7.5.1.16			
	Tunes	Apple Inc.	11/5/2019	395 MB 16.4 MB				
	Microsoft Office 365 ProPlus - en-us	Claude Heintz Design	2/7/2020	10.4 MB	16.0.11929.20562			
	Microsoft OneDrive	Microsoft Corporation Microsoft Corporation	2/12/2020 4/10/2020	127.10	19.232.1124.0012			
	Microsoft Usual C++ 2005 Redistributable	Microsoft Corporation	11/6/2019	4.84 MB	8.0.61001			
	Microsoft Visual C++ 2005 Redistributable Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.40660							
	Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.40600	Microsoft Corporation Microsoft Corporation	11/5/2019 11/5/2019		12.0.40660.0 12.0.40660.0			
	Microsoft Visual C++ 2015 Redistributable (x86) - 12.040000	Microsoft Corporation	11/6/2019		14.23.27820.0			
	劇 Microsoft Visual C++ 2013-2019 Kedistributable (x64) - 14-23-27620 劇 Microsoft Visual C++ 2017 Redistributable (x64) - 14.11.25325	Microsoft Corporation	11/6/2019		14.11.25325.0			
	Microsoft Visual Studio 2010 Tools for Office Runtime (x64)	Microsoft Corporation	11/9/2019	23.5 100	10.0.31119			
	Mitel Connect	Mitel Networks Corporation	1/10/2020	412 MR	214,100,1206,0			
	Mitel Presenter	Mitel Networks Corporation	1/10/2020	886 KB	214.100.1206.0			
	Mozilla Firefox 74.0.1 (x64 en-US)	Mozilla	4/9/2020	187 MB	74.0.1			
	Mozilla Maintenance Service	Mozilla	4/9/2020	568 KB	74.0.1			
	NTLite v1.8.0.6942	Nlitesoft	11/15/2019		1.8.0.6942			
	Realtek Audio COM Components	Realtek Semiconductor Corp.	11/5/2019	599 KB				
	Kealtek High Definition Audio Driver	Realtek Semiconductor Corp.	11/5/2019	555 105	6.0.1.6088			
	SafeExamBrowser	ETH Zurich	12/4/2019	120 MB				
	ShoreTel Connect	ShoreTel.Inc.	1/11/2020	351 MB	213.100.2885.0			
	ShoreTel Presenter	ShoreTel, Inc.	1/11/2020		213.100.2885.0			
	Skype version 8.49	Skype Technologies S.A.	11/5/2019	194 MB				
	Teams Machine-Wide Installer	Microsoft Corporation	1/14/2020	92.8 MB	1.2.0.27559			
	Teams Machine-Wide Installer	Microsoft Corporation	2/12/2020		1.2.0.34161			
	🛓 VLC media player	VideoLAN	11/5/2019		3.0.7.1			
	Windows Firewall Configuration Provider	Microsoft Corporation	11/5/2019	342 KB	1.2.3412.0			
	Zoom	Zoom	4/9/2020	85.0 MB	4.6.20033			
	Zoom	Zoom	4/3/2020	84.8 MB	4.6.19253			
		nk: https://zoom.us Comm	ents: Zoom					

Click Zoom once and the option to uninstall will appear.

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.





• Select YES to Confirm

Open Google Chrome and navigate to www.zoom.us



One Consistent Enterprise Experience.



In the upper-right corner hover your mouse over RESOURCES and select the option Download Zoom Client in the drop-down menu.



Select the first blue download option under the Zoom client for Meetings section



• Click once on "ZoomInstaller.exe" so Zoom will

open once it finishes downloading

0	ZoomInstalier.exe		
Zoom will start	Zoom Installer	Initialize	×
Initializing.			
	C Zoom Installer		×
		Installing	
		9%	

• The installation will complete and you will be presented with the sign-in screen.

0	Zoom Cloud Meetings		0 — 6	×
		zoom		
		Join a Meeting Sign In		
		Version: 4.6.10 (20033.0407)		

11