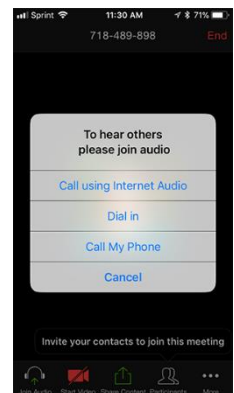
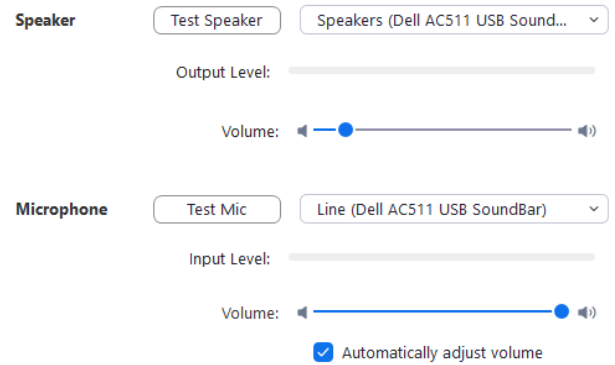


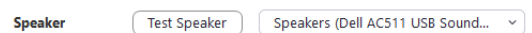
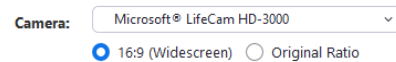
**Connecting computer or device audio and video**

- Testing Computer Audio
  1. Log into Zoom client, Click the Settings gear icon, click the Audio tab
  2. To test the Microphone
    - In the Microphone section, you will see the green Input Level bar move when Zoom is picking up audio.
    - Click Test Mic to test your microphone.
    - Your audio will start recording. Click Recording when you are done, and it will play back. You can select another microphone from the menu or adjust the input level.
    - Check Automatically adjust microphone settings if you want Zoom to adjust the input volume automatically.
  3. To test the Speaker
    - Click Test Speaker to play a test tone.
    - If you cannot hear it, select a different speaker from the menu or adjust the Volume.
- Testing Phone Audio
  1. If this is the first meeting you've joined, you will be asked to give access to your audio
  2. When you join the meeting, you will be prompted to Join Using Computer Audio. You will be given the following options
    - Call in via Device Audio: Connects audio through the internet
    - Dial in: Provides options to dial into the Zoom Meeting via telephone
    - Call My Phone: Calls your phone to join the meeting. Requires an audio plan for the meeting host
- Testing Computer Video
  1. Log into Zoom client and go to Settings
  2. Click the Video tab
  3. You will see a preview of your camera and can choose a different camera if needed
- Testing Video on a Mobile Device
  1. Log into the Zoom app
  2. Tap Start Meeting
  3. Toggle Video On
  4. Tap Start a meeting



**Changing audio and video inputs before a meeting**

- Video inputs
  1. Open Settings
  2. Go to the Video tab
  3. Under Camera open the dropdown menu
  4. Select the camera you want to use
- Audio inputs
  1. Open Settings
  2. Go to the Audio tab
    - Speaker input
      1. Open the dropdown menu next to Test Speaker
      2. Select the speaker you want to use
    - Microphone
      1. Open the dropdown menu next to Test Mic



## 2. Select the microphone you that to use

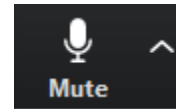
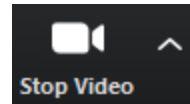
Microphone

Test Mic

Line (Dell AC511 USB SoundBar)

### Changing audio and video inputs during a meeting

- Video inputs
  1. Have a video conference open
  2. On the bottom toolbar, locate the video camera icon
  3. Click the arrow next to the camera icon
  4. Select the video input that you need
- Audio inputs
  1. Have a video conference open
  2. On the bottom toolbar locate the microphone icon
  3. Click the arrow next to the microphone icon
  4. Select the audio input that you need



### Troubleshooting Tips for Video

- Windows
  1. Make sure that all other programs that utilize the camera 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
- Mac
  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.
    - If it works elsewhere, uninstall the Zoom client and reinstall the latest version from our Download Center.
    - If it does not work in any application, contact Apple support.
- Mobile Device
  1. Attempt to start your video by tapping Start Video
  2. Tap the camera icon at the top of your screen to switch between the front and back cameras
  3. Make sure that no other apps with access to the camera are open
  4. Confirm that Zoom has camera access in the settings of your device
  5. Restart your device
  6. Delete the Zoom app and reinstall it from the app store
  7. Confirm that the camera is working in other apps
    - If it is working, contact Zoom support
    - If it does not work, contact the customer support for your device