

Catapult Learning

Zoom Remote Instruction FAQs

About Zoom

Do I need to download any software? There is a Zoom app you can choose to download, but you can also join a Zoom meeting from a browser. We do recommend using Chrome if you are going to join a meeting via the web.

Where do I download the latest version of Zoom? If you would like to install the Zoom app, you can download the latest version of Zoom from the following links:

Desktop Client (PC/Mac) - <https://zoom.us/support/download>

Mobile App (Android/iOS) - https://support.zoom.us/hc/en-us/articles/201362233#h_2ec83f8e-8af3-48ef-94b4-2c8e964ffd4d

Do you need an account to use Zoom? A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. When the teacher invites your child to their session, they can join as a participant without creating an account.

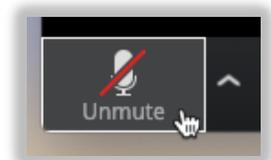
How much does Zoom cost? A Basic Zoom account is 100% free.

Joining a Meeting

How do I join a Zoom meeting? You can join a meeting by clicking on or inputting the meeting link in your web browser's address bar. The link will be provided by your child's teacher. You can also join by going to <https://zoom.us/join> and entering in the meeting ID, which your child's teacher will also provide.

How do I join computer/device audio? On most devices, you can join computer/device audio by clicking Join Audio, Join with Computer Audio, or Audio to access the audio settings. You can find more information on joining a Zoom meeting [here](#).

How do I unmute myself? By default, meeting participants are muted when joining a meeting. You can unmute yourself using Unmute.



Do I have to have a webcam to join on Zoom? You are not required to have a webcam to join a Zoom Meeting or Webinar. Your child will be able to listen and speak during the session.

What is the waiting room or waiting for the host? Zoom meetings will require the teacher to be on prior to students being able to join the meeting or will put students in a waiting room. Once the teacher has officially started the meeting, the students will be allowed in.

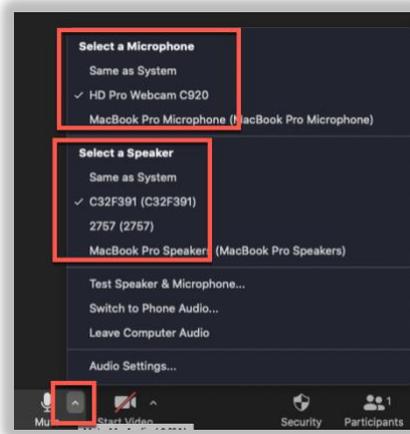
Troubleshooting

My video/camera isn't working. Please refer to the following link below if your camera is not working. Students do not need to be on video to participate on the meeting.

<https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

There is echo in my meeting. Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same local. For example, if your child is in the session and you have another device also connected to the session, the audio from both devices can create a feedback loop. It is advised that if you have multiple devices connected to the same session, each device should be in separate rooms in your home. This is usually caused if someone has audio connected by both their computer, and their phone.

Audio isn't working on laptop/desktop. Please make sure that the volume slider is turned up and that your speakers are turned on and that the volume is up. Please keep in mind that there is also a system volume that controls the overall volume on your laptop/desktop. You can also check and/or change your audio device prior to or while in the meeting by clicking the arrow next to the microphone.



I can't hear anything on my Android/iOS device.

For further audio issues, please refer to the following link: <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

Buffering issues. Buffering is usually caused by either a slow network or a lot of apps running on a machine. Within Zoom, you will notice issues such as audio cutting out or video freezing. To help reduce buffering you can try:

- Use an ethernet cable to connect directly to the modem as opposed to using wi-fi.
- If you continue to have problems, restart the application whether it is the Zoom app or your browser. If you still have issues after restarting the application, restart your computer and try again.
- Please make sure you do not have any other applications running in the background at the same time.
- Try and limit the number of devices online at one time during a Zoom meeting if you are noticing issues.