



ੴ ਸਤਿਗੁਰ ਪ੍ਰਸਾਦਿ
Sri Hemkunt Foundation Inc.
33rd International Symposium 2022

ZOOM TROUBLESHOOTING

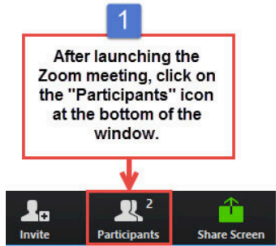
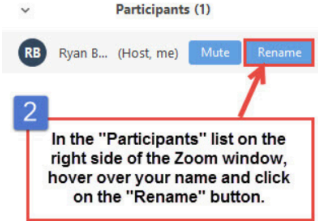
Potential Problem	Suggested Solutions
I cannot get into the Zoom	<p>Please try to re-click the Zoom link in the email sent by your Zonal Convenor (or copy/paste into your browser).</p> <p>The Meeting Id is: 943 9345 1932. The password was emailed to you by your Zonal Convenor..</p> <p>You can use your device or you can also download the Zoom app on your mobile device and enter the meeting ID. If you are still having trouble, please try to restart your device - or view these more detailed instructions</p>
I cannot hear anything	<p>Please try these following steps to see if you can resolve your issue:</p> <ul style="list-style-type: none">• Ensure that you are connected to audio either via computer or via phone. You will be prompted to do this when you join the meeting. If you did not see this prompt, try leaving the meeting, and rejoining• If you are connected via phone audio, make sure that you have followed the instructions to link your phone to the meeting - you can view these instructions at the bottom of your meeting screen where it says "join audio"• Ensure that your computer volume is not muted, and is turned up if you are using computer audio. You may need to check your computer settings• If you are using your mobile device and cannot hear the audio please view these instructions• If you are still having trouble, try to leave the meeting, restart your computer or device, and then rejoin the meeting



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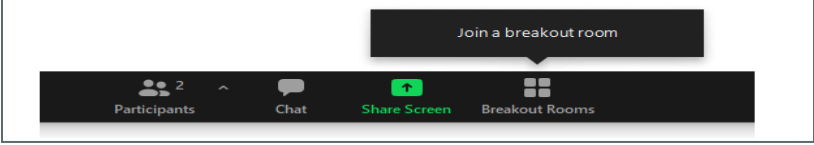
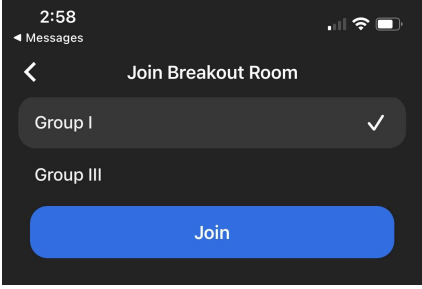
Potential Problem	Suggested Solutions
<p>I don't see my name</p>	<p>If you do not see your name listed, or if it displays something you do not want to be called, please follow these instructions to rename yourself as a participant</p> <p>To change your name after entering a Zoom meeting, click on the "Participants" button at the top of the Zoom window.</p> <div style="text-align: center;">  <p>1 After launching the Zoom meeting, click on the "Participants" icon at the bottom of the window.</p> </div> <p>Next, hover your mouse over your name in the "Participants" list on the right side of the Zoom window. Click on "Rename".</p> <div style="text-align: center;">  <p>2 In the "Participants" list on the right side of the Zoom window, hover over your name and click on the "Rename" button.</p> </div>
<p>My video is not working</p>	<p>Here are some things you can try:</p> <ul style="list-style-type: none"> • Make sure that you have clicked "start video" at the bottom of your zoom window • Make sure that your camera is not covered up • You may need to adjust the settings on your computer or device, you can follow these instructions to do so
<p>I cannot figure out how to mute/unmute myself</p>	<p>To unmute yourself and begin talking, click the Unmute button (microphone) in the bottom-left corner of the meeting window. To mute yourself, click the Mute button (microphone). A red slash will appear over the microphone icon indicating that your audio is now off.</p>
<p>I cannot find the chat box</p>	<ul style="list-style-type: none"> • Click the Chat button in the menu bar to open the Chat panel. • Type your message in the Text box at the bottom of the panel. • Press Enter to send the message.



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<p>What happens if I get kicked out of the meeting?</p>	<p>If for some reason you have technical problems and are no longer in the meeting, please just follow the Zoom invite link again. You will be sent to the waiting room for the meeting and the host will bring you back in.</p>
<p>I am not in a breakout room</p>	<p>Step 1: Click on Breakout Room icon at the bottom of your Zoom window</p>  <p>Step 2: Join the Breakout Room for your group</p>  <p>If for some reason you are having trouble, feel free to leave the meeting and rejoin and the host can assign you back into your breakout group</p>
<p>There is an echo in my meeting</p>	<p>Here are some common causes for audio echo - make sure you are only connected to the meeting either with computer sound OR telephone. You will hear an echo if you are connected to both</p>