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Troubleshooting guide for Zoomorial

Video portion of Zoomorial is not working

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

- Do you have a camera on the device you are using?
- Is your camera covered with anything?
- Try clicking the “Start video” button on your Zoom window screen. Sometimes the default setting for the Video option is set to “off”.
- Go to settings under “video”, click “test video”.
- Try leaving the meeting and going back into the meeting. Make sure to select “Allow access to camera” and “join with video”.

My internet speed is too slow

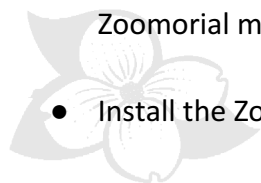
Zoomorial will work best if you have a high-speed internet connection. Listed below are a few troubleshooting tips to help reset and speed things up.

- Try restarting your router
(You could be offline for 15 minutes to allow for a proper restart).
- Close out of all other applications/windows. Don’t download content at the time of the Zoom session.

I can’t join the Zoomorial from my browser

- Which browser are you using? The best browser to use is **Google Chrome**. Zoomorial may not work in Microsoft Edge, Safari or Internet Explorer.

- Install the Zoom app.



My Sound is not working

<https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

- Keep in mind that you will need to select “join with audio” when joining the Zoom meeting.
- Do you have sound on the device you are using (You might need to connect external speakers to your device)?
- Go to “settings” located under audio (microphone icon), select “audio source”, click “test audio”.
- Try leaving the meeting and rejoining. Make sure you select “Join with audio”.

My microphone is not working: Nobody can hear me.

- Do you have a microphone on the device you are using? If not, Headphones for a phone will work (check to make sure there are 3 rings on the jack of the headphones).
- If you have a mic on your device but it is not working, try leaving the meeting and rejoining. Make sure you select “Join with audio” when you rejoin the meeting.

I hear audio echo or audio feedback

- Double check that you don't have both the computer and telephone audio active.
 - If you have the audio turned on from your computer, there is no need to call in from your phone.
- Do you have multiple computers or devices with active audio in the same room?
 - If another participant is too close to you, and both of you have speakers on, please exit the audio option on one of the computers.

Select Audio Options > Leave Computer Audio



