



# ZOOM FAQ & SUPPORT

## What is Zoom?

Zoom is an organization that created a platform for people to meet and collaborate on video. To learn more, check out the Zoom website at <https://zoom.us/>.

## Do I need to create a Zoom account?

You have two options when participating in a zoom class, you can choose to:

### 1. Participate without an account

- A Zoom account is not required if you are strictly joining Zoom classes as a participant. When MSCR sends you a zoom link, you can join as a participant without creating an account.

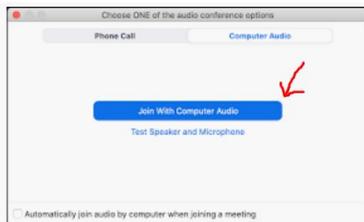
### 2. Create a FREE Zoom Basic account

- An account allows you to access your personal settings such as choosing a profile picture and more. By creating an account you can also create your own meetings and send invitations to friends and family to your own personal video meetings.

## I am registered, so how do I join a class?

You will be emailed each week a link and password to access each individual class. Click on the link and enter the password that was provided at the time class starts. You will be placed in a waiting room and admitted into the session a few minutes before the scheduled start time. Follow these steps:

- Click on the link provided in the email.
- After joining a screen will appear (picture below), click "Join with Computer Audio" to connect your computer's speaker and microphone to the Zoom meeting. If using your computer's speaker and microphone is your preferred audio method, check the option "Automatically join audio by computer when joining a meeting."



- You will be placed in the waiting room until the instructor lets you in to start the class.

## Do I need to download anything to join the class and is there a cost?

ZOOM IS FREE! The [Zoom Client for Meetings](#) software is required to be installed on your computer/smartphone/tablet or browser. You will be prompted to install and download automatically when you connect to the class by clicking on the link.

## Should I use my laptop computer, phone or tablet?

MSCR classes work best when you're using a laptop, desktop computer or tablet, as this gives you more real estate to view. However, if your smartphone is the only option, that is fine!

## Can I test to ensure my device is ready?

Yes! Please join the [Meeting Test](#) to ensure your computer is happy!

## Can the instructor hear me during class?

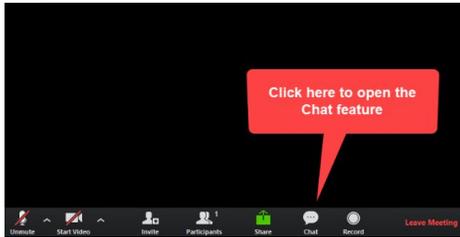
During class all participants are muted so you can only hear the instructor, the instructor cannot hear you (or your kids or dog). The instructor will unmute members after class to give you a chance to say hello to one another.

### **Is a computer/laptop/phone camera needed to attend class and should I leave my video on or off during the class?**

A built-in camera on your device is optional, you can still participate without a camera. Leaving the video on or off is entirely your choice. If you want an instructor to be able to see you – then leave your video on. If you wish to just show your name and no video, then you can turn your video off.

### **What if I have questions during class?**

You can use the chat icon to ask questions. The instructor will do their best to address questions as class is taking place but will take the time at the end of class to address questions.



### **Can I join the class on my TV?**

Yes – if you have a smart TV! There are multiple ways to connect your computer/smartphone/tablet or browser to your TV. You can either directly connect your computer to the TV using a HDMI cable or can use Chromecast (be sure to Cast your computer screen and not just the browser tab), Fire Stick, AirPlay etc. Your smart TV may also have additional connectivity options. If you are unsure if you have a smart TV, call your TV manufacturer.

## Technical Issues:

### **Video was working fine, then suddenly it “glitches” or “freezes.” Why is this happening?**

This is called rebuffering, and it is due to your internet connection. This can happen if you are connected via WiFi vs. a direct connection to the internet from your device via an ethernet cable.

1. If you cannot wire your device into your internet connection, place the device closer to your router.
2. If many people in your house are accessing your WiFi network at the same time with multiple devices, this can decrease internet bandwidth, which causes the rebuffering. If you have multiple WiFi frequencies set up in your home, switch to one that is not commonly used. Otherwise, ask your family members to disconnect during the time of your class.

### **What should I do if my internet connection slows down?**

Make sure that your video camera is turned off (the one that shows you). You will still be able to see the class, but the teacher and other people won't be able to see you. This helps decrease the load on your internet/WiFi connection.

### **I can barely hear the instructor. How do I fix this?**

1. Double check that the volume setting on your device is turned up. Though the audio is coming from Zoom, the volume is controlled by your device.
2. If your volume is completely turned up, it could be the quality of the speakers within your device. You may want to consider connecting your device to an external speaker (Bluetooth works great), which will improve the quality and clarity of the audio.

**Still need help? Check out these Zoom resources:**

[Frequently Asked Questions \(Zoom\)](#)

[Zoom Help Center \(Video tutorials, support topics, contact support\)](#)