ELI Remote Classroom Support | English

UNIVERSITY OF DELAWARE
ENGLISH LANGUAGE INSTITUTE

Note: It is always better to open Zoom in the Zoom app (phones/tablets) or desktop client (laptops or PC's). On iOS and Android phones, go to the app store, download Zoom Cloud Meetings and then open your room again. On a laptop, go to https://zoom.us/download and download the Zoom Client for Meetings (the first link).

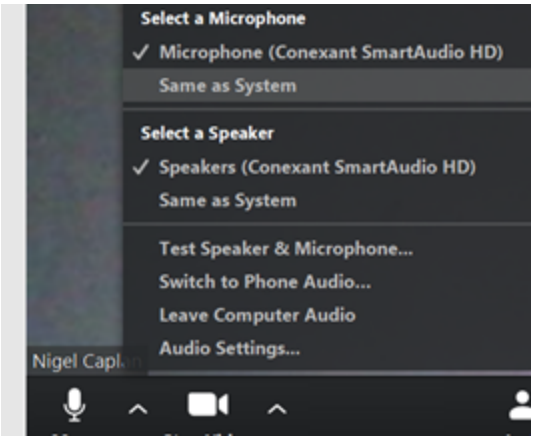
If I cannot hear my teacher: CELLPHONE INSTRUCTIONS

- Tap the Join Audio button in the bottom left of your screen
  - Tap "Call via Device Audio"
  - Try again!
- If that doesn't work
  - Plug in your headphones
  - Try again!
- If that doesn't work
  - Tap the screen
  - Tap More (three dots)
  - Tap Disconnect Audio
  - Tap Join Audio
  - Tap Dial In
  - Tap any phone number

* Note if you have an unlimited data smart phone plan, try connecting with your data plan rather than wifi. The signal might be better with your data plan.

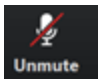
If I cannot hear my teacher – LAPTOP INSTRUCTIONS

- Plug in your headphones
  - Try again!
- If it still doesn't work:
  - Look at the bottom of your Zoom screen.
  - Find the microphone (the first picture)

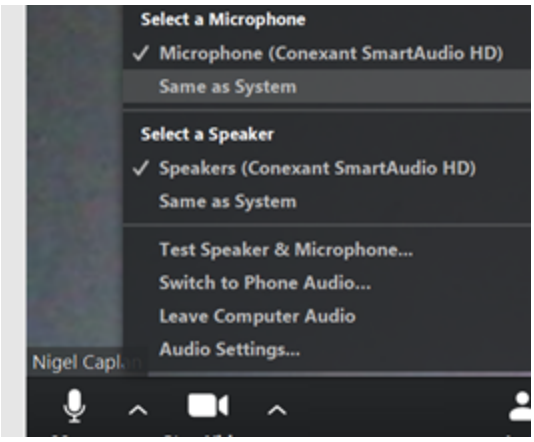


    - Click the “up” arrow next to the microphone.
    - Find “Select a speaker”
    - Click “Same as system”
    - Try again!
- If it still doesn’t work:
    - Click that “up” arrow again.
    - Click “Test Speaker and Microphone”
    - Follow the instructions on your screen
- If it still doesn’t work
    - Use your phone.
    - Click that “up” arrow again
    - Click “Switch to phone audio”
    - Dial any of the phone numbers on your cellphone.
    - Enter your meeting ID
    - Enter your participant ID
    - Listen and speak through your phone. Watch the screen.

If your teacher cannot hear you – LAPTOP/TABLET INSTRUCTIONS

- Look at the Zoom menu. If you see this 

click it.
- If that does not fix the problem:
    - Plug in your cellphone earphones.
    - Try again!
- If it still doesn’t work:
    - Look at the bottom of your Zoom screen.
    - Find the microphone (the first picture)
    - Click the “up” arrow next to the microphone.
    - Find “Select a microphone”
    - Click “Same as system”
    - Try again!



- If it still doesn’t work:
    - Click that “up” arrow again.
    - Click “Test Speaker and Microphone”

- Follow the instructions on your screen
- If it still doesn't work
  - Use your phone.
  - Click that "up" arrow again
  - Click "Switch to phone audio"
  - Dial any of the phone numbers.
  - Enter your meeting ID
  - Enter your participant ID
  - Listen and speak through your phone. Watch the screen.

If your teacher cannot see you

- If you are using a computer or tablet:
  - Look at the bottom of the screen.
  - The second picture is a camera.

Click START VIDEO.
- If you are using a cellphone
  - Tap the screen
  - The second picture is a camera.

Click START VIDEO.
- If that doesn't work but you have audio, your teacher will get help for you.