



## LARAEC Conference Tech Support – FAQs

**Q: *I need help on something specific, can someone to call me?***

A: Yes, Please paste this link in your browser and fill out the form. One of our tech support team members will call you.

<https://forms.gle/dhwbTjHkoYbQVbnR6>

**Q: *What are the best tips for using zoom meetings?***

1. Connect to meeting by link or Meeting ID
2. If user has an account, Login to zoom before attending.
3. Join meeting from Computer or laptop if possible. PC or Laptop is recommended.
4. Make sure the Zoom devices are charged before attending meetings.

**Q: *I cannot join the meeting***

A: Check your internet connection. Make sure you have correct link or ID.

**Q: *How do I join a zoom meeting?***

A: You can join a meeting by clicking the meeting link or going to join.zoom.us and entering in the meeting ID. For a video you can follow this link:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

**Q: *My video/ camera is not working***

A: [Read tips on troubleshooting a camera that won't start or show video.](#)

**Q: *I cannot join the meeting***

A: Check your internet connection. Make sure you have correct link or ID.

**Q: *What if my video is “unstable” on my mobile device***

A: Connect to wifi instead of data

**Q: *Can I join the meeting early***

A: Yes, this will help with resolving technical issues before the session starts.

**Q: *There is an echo in my meeting***

A: 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.

**Q: *Audio isn't working on my mobile device***

A: Read tips on troubleshooting audio that isn't working on your iOS or Android device.

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

**Q: *How can I see or hear the presenters in zoom***

A: If there is no Built in Camera or Microphone, User may need to have an external camera or microphone to plug in.

For other questions, please follow the tech support link at the top of the page.