

Run Through the Wizard Again

No luck? Please try going through the wizard again and double check that you have selected the right devices.

1. Open the Collaborate Panel.
2. Click on the Cog.
3. Choose Set up Camera and Microphone.

The image shows a Zoom meeting interface. On the left is a dark grey welcome screen with a white illustration of a desk with a laptop, a blue chair, and books. Below the illustration, it says "Welcome!" and "You're the only one in the room. Jump in and get started! Upload your content and check your audio." At the bottom of the welcome screen are four circular icons: a person with a green checkmark, a microphone with a slash, a video camera with a slash, and a hand icon.

On the right is the "My Settings" panel. At the top, it shows the user's name "Mr Charlie Blackboard" and role "Moderator". Below that is the "Audio and Video Settings" section, which is expanded. It contains three items: "Set up your camera and microphone" with a red "3" next to it, "Use your phone for audio", and "Speaker Volume" with a slider set to 100%. There is also a checkbox for "Display Captions (when available)". Below this is the "Notification Settings" section, which is collapsed. At the bottom of the settings panel is the "Session Settings" section, also collapsed, with a "Report an issue" option.

At the bottom of the settings panel, there are two red numbers: "2" and "1".

At the bottom of the entire interface is a toolbar with several icons: a speech bubble, a group of people with a "1" next to it, a share icon, a gear icon, and a purple square with a white "X" icon.