PREPARING FOR
YOUR ONLINE APPOINTMENT

BEFORE YOUR MEETING

To ensure things run smoothly on the day, I highly recommend downloading and install the Zoom Application beforehand.

To download and install the Zoom Application:

1. Go to https://zoom.us/download.
2. Depending on your device, download the applicable extension (i.e. app for IPhone and IPad or Zoom Client Meetings for Desktop. If you don't have time now, this application will automatically download when you start your first Zoom Meeting, so I recommend jumping online 10mins before your first appointment to ensure we run on time.
3. Once the download is complete, *proceed* with **installing** the Zoom application onto your computer.
4. I recommend testing your audio and video before our appointment. You can do this here: http://zoom.us/test and follow the steps below. **PLEASE NOTE: This test option is only an option for desktop computers.**

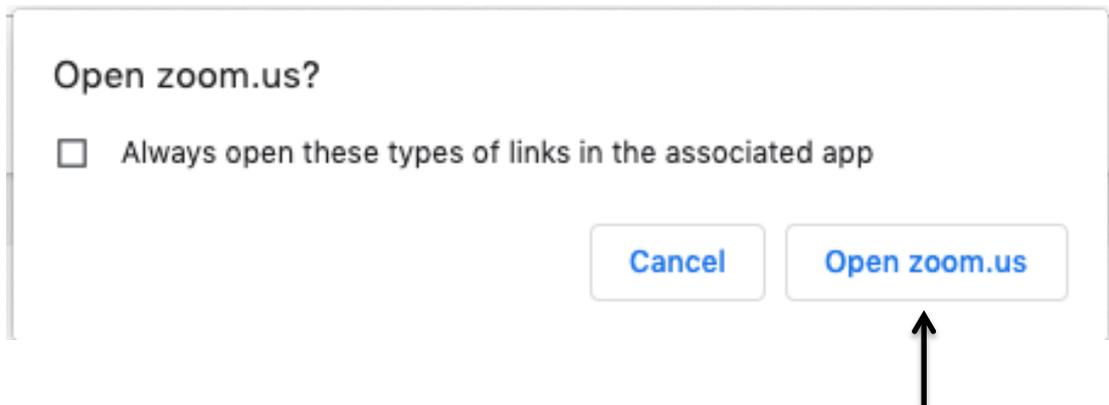## JOINING YOUR MEETING

1. When starting a meeting, always select "JOIN WITH VIDEO"

2. If you are prompted, click "Open zoom.us"

Open zoom.us?

☐ Always open these types of links in the associated app
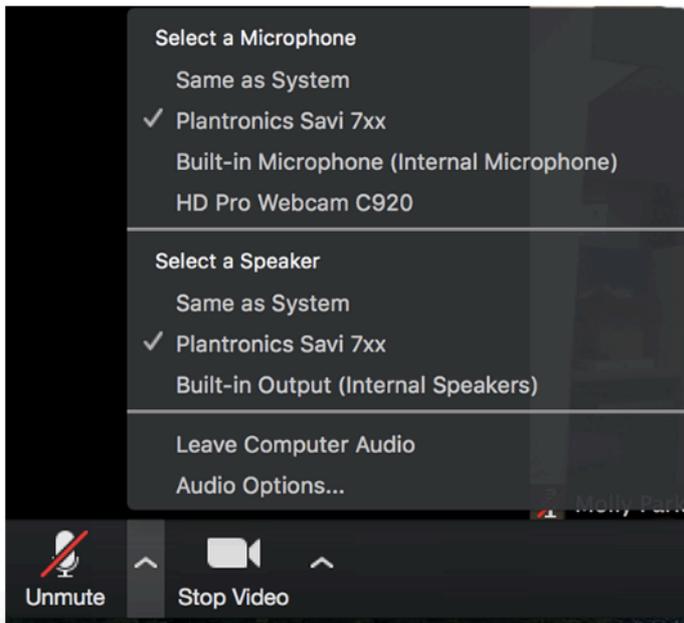
Cancel   Open zoom.us

AUDIO & VIDEO

When you first start your meeting it can take a few seconds for the sound to engage. This is normal. If after 5 seconds, the sound or video hasn't engaged, try the following:

AUDIO

3. Ensure the volume is turned up on your computer.

4. Hover your mouse over the bottom of the Zoom window. You will see a meeting control panel appear. Ensure your microphone is on (it will show the icon MUTE).

5. If you're still not having any luck, clinic the arrow next to the MUTE/UNMUTE to display your audio settings, ensure your built in microphone is switched on. If not, switch to your preferred microphone source.

6. If you're still having issues, click the option "AUDIO OPTIONS" and test your computer microphone and speakers.

You can select the drop down arrow (BLUE) to select the computer and microphone selected.
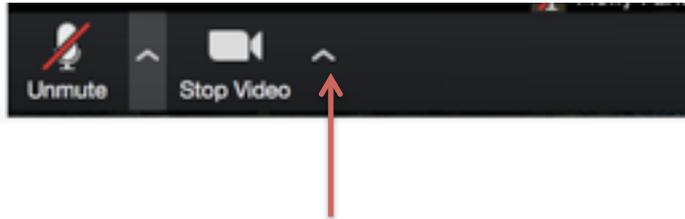

TEST YOUR SPEAKER HERE.

TEST YOUR MICROPHONE HERE. YOU WANT TO SEE THE GREEN BARS MOVING AS YOU SPEAK. Ensure "Automatically adjust microphone settings" is selected.

VIDEO

TO CHECK VIDEO:

Just select the "UP ARROW" and then "Video Settings" to test the camera selected.

STILL STUCK?

ZOOM HAVE AN INSTRUCTIONAL VIDEO WALKING YOU THROUGH THE ABOVE HERE:

https://youtu.be/HqncX7RE0wM