

## Zoom Self Help Suggestions

- Make sure you have the latest Zoom revision level. This changes without advance notice and is entirely up to Zoom. Download it from the Zoom web site. Zoom is a self taught support application. There are several YouTube tutorials if you wish to pursue some of the more common features.
- Make sure your caps lock is not on. The password is case and character sensitive. All StarkvilleAA meetings have the same password.
- The password may be acquired by speaking to any StarkvilleAA member. The Password should be entered as follows (with the "\*" being a letter not provided in open communication). **S\*\*\*\*\*!** Make sure the first letter is capitalized and the exclamation point is included.
- Make sure you are on the correct date and time for the meeting. The Zoom meetings are listed on StarkvilleAA.org and can be downloaded. If you have previously downloaded a meeting it may appear in your Zoom history file.
- You can see what meeting you have logged in to (on a computer) by left-clicking the information icon at the top of left-hand corner of the screen. The last 3 digits of the meeting ID are different for every meeting. Cross reference the number with the Zoom meeting schedule if you are in doubt.
- If you cannot hear the meeting, make sure your audio volume is turned up. The meeting is usually set up for a maximum audio output. If the sound is muffled, or you're unable to hear the sharing of the member, it is due to limitations of our setup. If you still cannot hear the meeting somebody may have bumped the audio, or the speaker has been disconnected at the Facility. Let the Chairperson know so we can correct the issue BEFORE the meeting begins. If after the meeting begins, send a message to the chat function in Zoom. We'll try to make the correction from this side.
- After several attempts the Zoom meeting may still not allow you in. This is rare, but it can happen. Reload your app from the Zoom web site.
- If you cannot get into a meeting after the previous suggestions, you may have entered the meeting and it is already full. There seems to be a default of 15 attendees. We are currently looking into how to increase this default.
- If all else fails, grab your keys and mask and come on in for a live meeting.