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Camp Invention Connect™  
Zoom Parent Troubleshooting Guide

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# Camp Invention Connect™ FAQs & Troubleshooting

This section covers any FAQs and quick teaching tips for Camp Invention Connect specifically. Any other FAQs or troubleshooting questions that involves Zoom, start [here](#).

## Participants/Parents

### Before Camp Invention Connect meeting

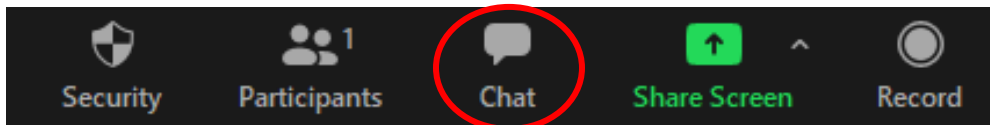
- If you can, set up the computer camera to have a wall in the background instead of having your child sitting in front of a window. This helps with any lighting problems or anything in the background being distracting to the Coach or participants.
- Have the camp materials out and ready for your child to have easy access to.
- We would love to see your child's face but participate how you are most comfortable as a family.

### How do I turn on my audio/video?

1. On the bottom-left corner of your screen, you should have a **Mute/Unmute** and **Start/Stop Video** button. Click on whichever one you would like to turn on or off.

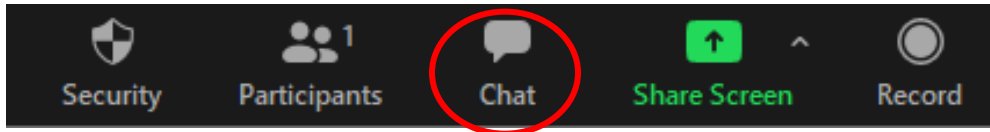


2. **Note:** If your audio or video does not turn on, your Coach may have turned off that option for participants. You can ask your Coach to turn either one of them back on by clicking on **Chat** and type in your question to your Coach.



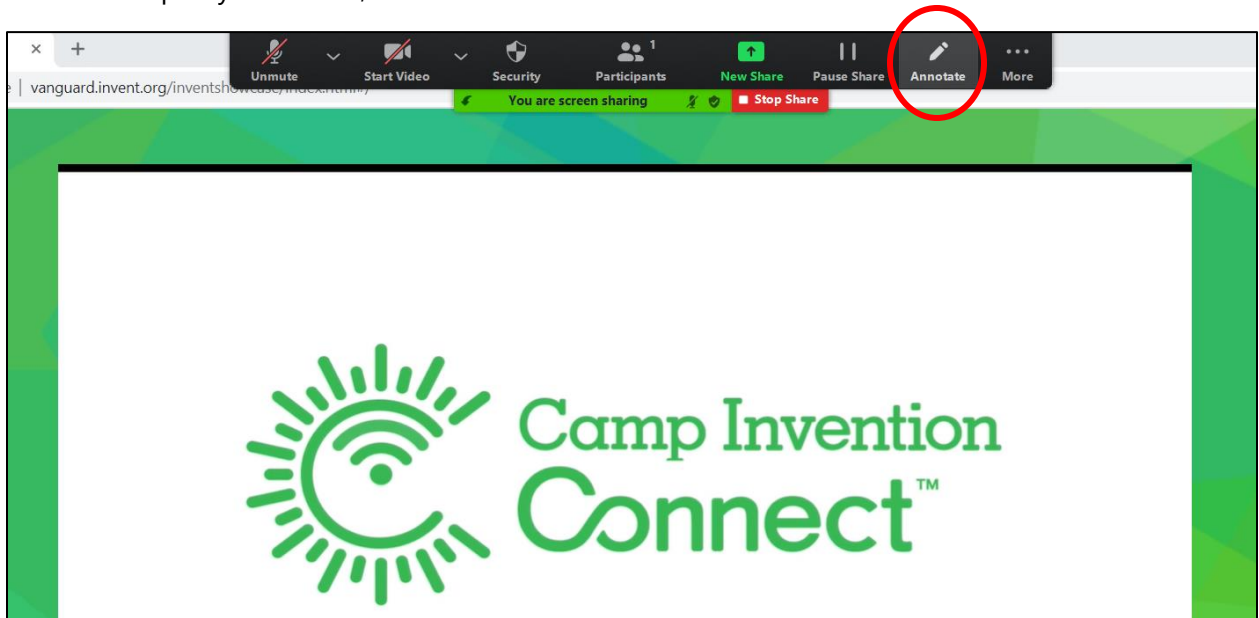
### I want to talk to my Coach but I can't turn my audio on

If your audio or video does not turn on, your Coach may have turned off that option for participants. To ask your Coach a question, click on **Chat** and type in your question to your Coach.

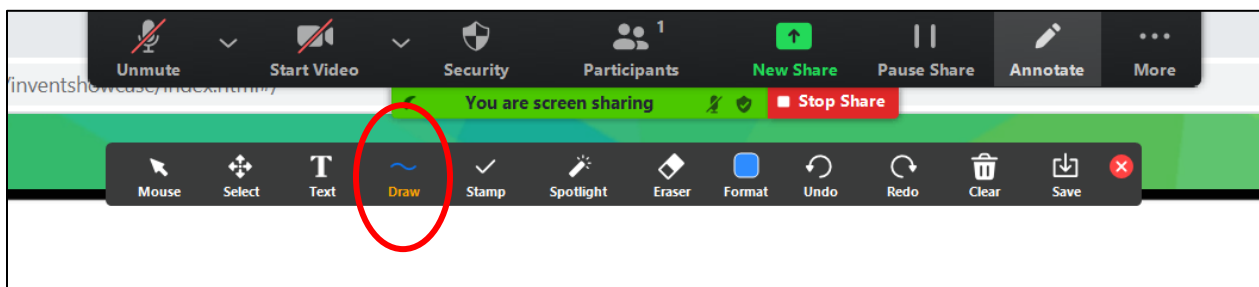


My Coach asked us to circle something on the screen. How do I do that?

1. At the top of your screen, click **Annotate**.



2. Click on **Draw** to draw a circle or arrow.



# Participant FAQs & Troubleshooting

## Signing up and activating your Zoom account

### Joining an existing account

If you are being invited to an existing account, you will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)).

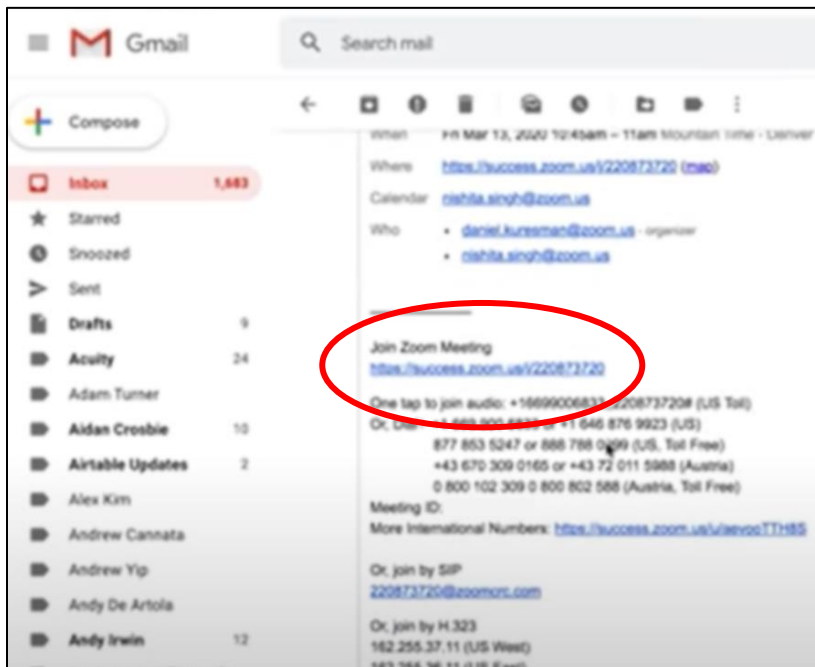
1. Once you receive this email, click **Activate Your Zoom Account**.

### Creating your own account

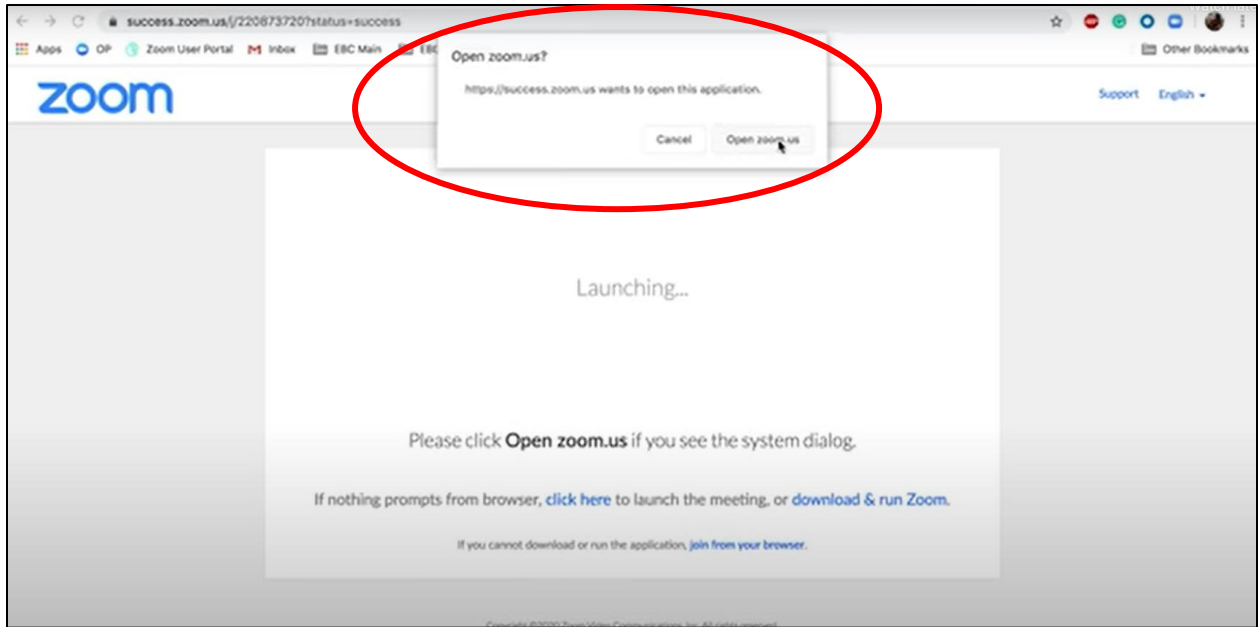
1. To sign up for your own free account, visit [zoom.us/signup](https://zoom.us/signup) and enter your email address.
2. You will receive an email from Zoom ([no-reply@zoom.us](mailto:no-reply@zoom.us)).
3. In this email, click **Activate Account**.

## Joining a meeting (via email invitation)

1. Go to your email where the invitation is located.
2. Scroll down until you see “Join Zoom Meeting.”

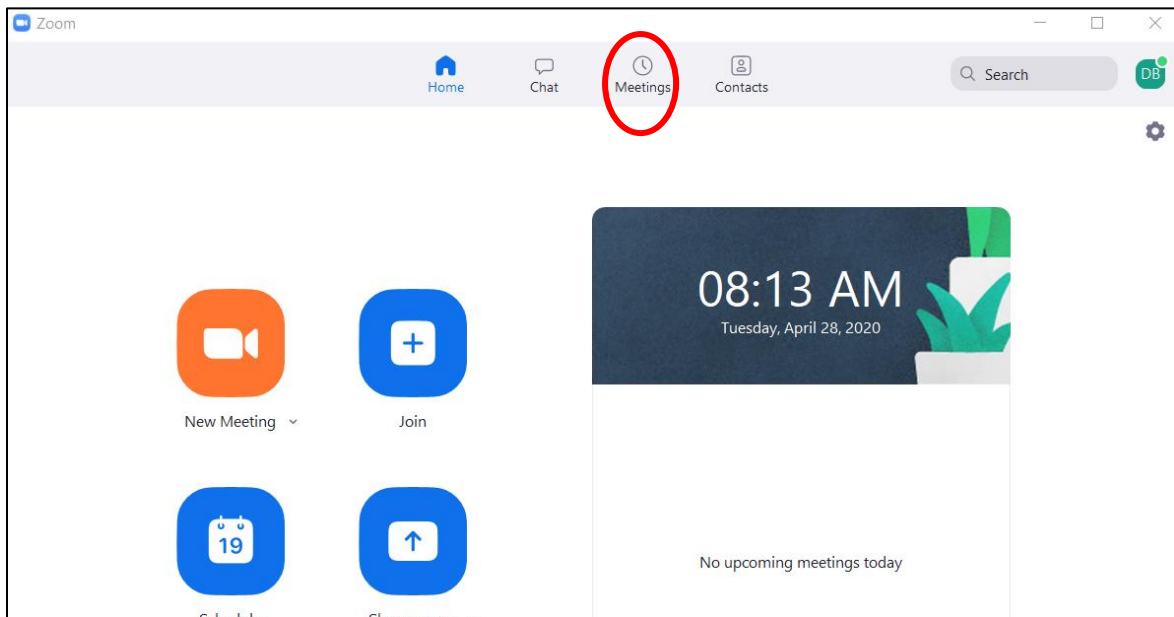


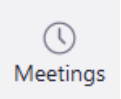
3. Click the blue hyperlink to join meeting.
4. Another tab will open and you will be prompted to launch or download Zoom.

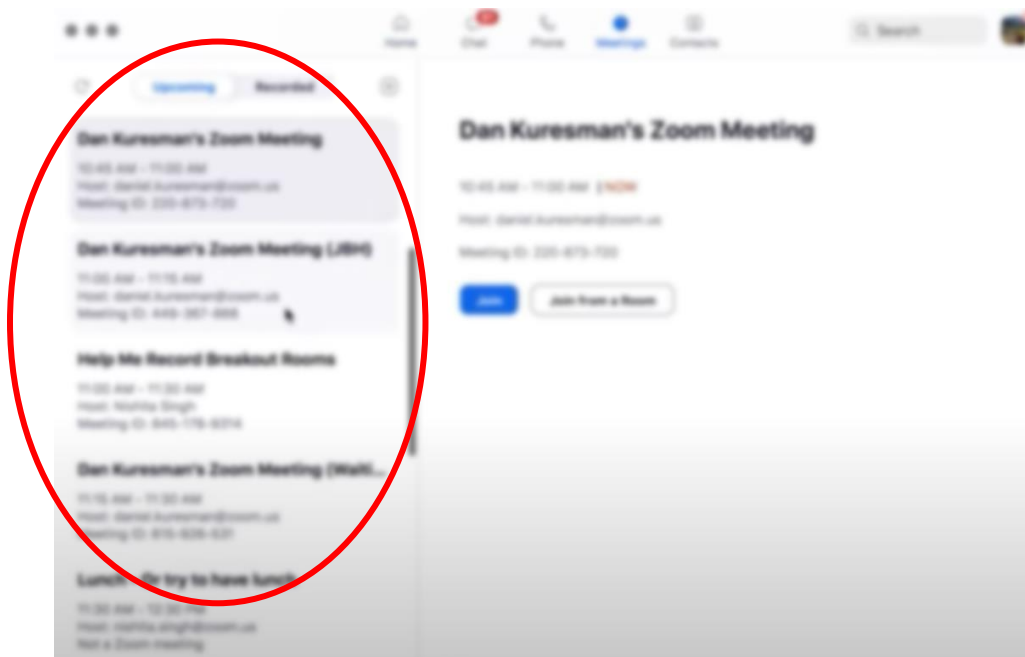



## Joining a meeting (via desktop)

1. Launch the Zoom app on either desktop or mobile device. (Make sure you're already signed in.)



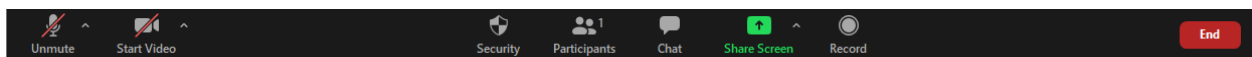
2. Click on  in top menu bar.
3. Upcoming meetings will be on the left of the screen, as shown below.



4. Click on the camp meeting and click the  button to join the meeting.

## Where/what can I control?

The host controls will appear at the bottom of your screen if you are not currently screen sharing.



- **Mute/Unmute:** This allows you to mute or unmute your microphone.
  - **Audio Controls (click ^ next to Mute/Unmute):** The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings.
- If you are joining the Zoom call via telephone and are watching the meeting from your laptop, please mute the mic and volume on your laptop. You can see in the picture above that the Mute button is on the bottom left of the Zoom window. The volume is on the bottom right of your Windows taskbar. Mute it as you would normally when watching something such as a YouTube video.
- If you do not, you will cause a feedback loop. This will either create loud screeching on the line or it will continuously repeat anything coming out of the laptop. This results in loud repetitive noises and possible screeching as well.



- **Start/Stop Video:** This allows you to start or stop your own video.
  - **Video controls (click ^ next to Start/Stop Video):** If you have multiple cameras on your computer, you can select which camera Zoom is using, access the full video controls and select a Virtual Background.
- **Manage Participants:** Opens the Participants window.
- **End:** You can exit the meeting here.

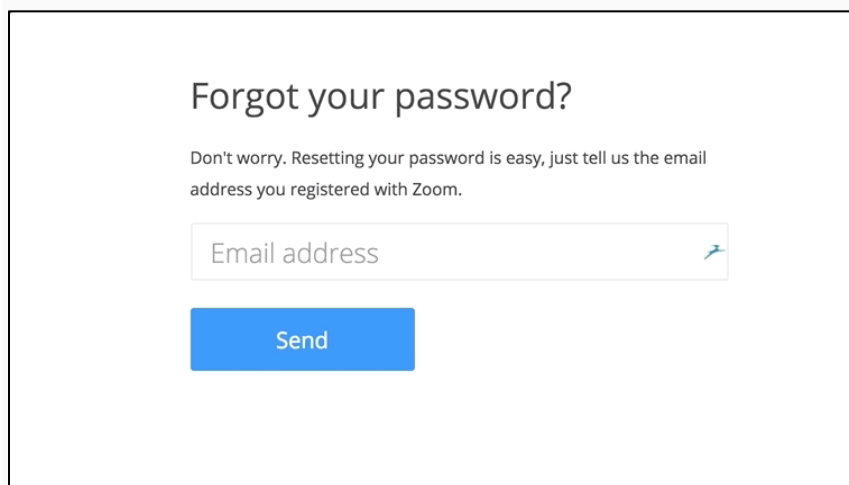
# Common FAQ & Troubleshooting

## How much does Zoom cost?

A basic Zoom license is free.

## Common problems

### Account does not exist



Forgot your password?

Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom.

If you receive a message that no account was found when you attempt to reset your password, this means that there is no Zoom account with a work email address and password login in our system with the email address that you entered.

- Confirm that the email address is spelled correctly.
- Try logging in with Google or Facebook.
- If part of a business or education account, try logging in with Single Sign-on (SSO) at your vanity URL, e.g. myorganization.zoom.us

If you log in with Facebook or Google and do not know your Facebook or Google password, you will need to reset your password there. Here is some additional information on resetting your password with Facebook and Google:

- **Google Password Help:** [Gmail Password Help Center](#)
- **Facebook Password Help:** [Facebook Password Help Center](#)

## Didn't receive the email

If you didn't receive the email after resetting your password and receiving a message that we sent you a reset email, please check your Spam folders and confirm that [no-reply@zoom.us](mailto:no-reply@zoom.us) is whitelisted for your inbox.

While most mail servers receive Zoom's password reset emails within a few minutes, some mail servers may take 30 minutes or longer. If possible, wait to see if you receive it.

If you still do not receive the password reset email, please reach out to [Zoom Technical Support](#) for assistance.

### Reset Your Password

Sorry, your password reset link expired.

Zoom reset password links stay valid for 24 hours or until you send another reset password email.

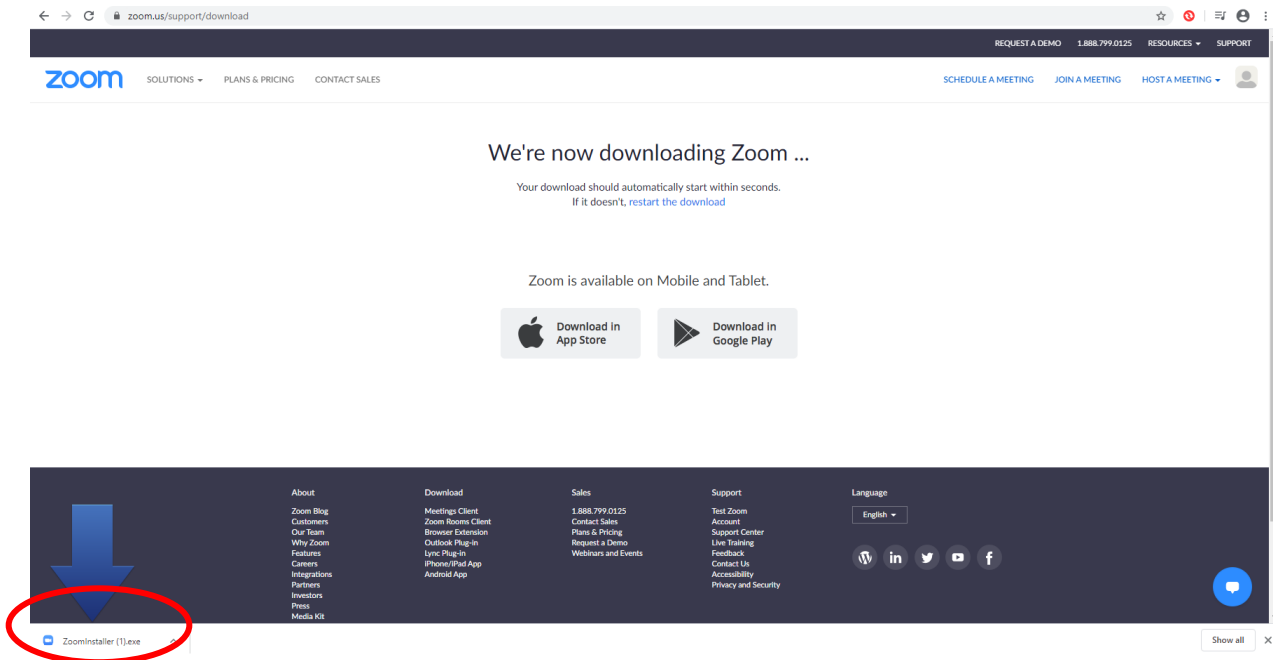
- If it has been more than 24 hours since you requested the password reset, request a new password reset at [Zoom.us/forgot\\_password](https://zoom.us/forgot_password).
- If you have requested multiple password reset emails, only the most recent will be valid. Do not request a new password again. Wait until you receive all emails and click the link to reset in the most recent one.

## Where do I download the latest version of Zoom?

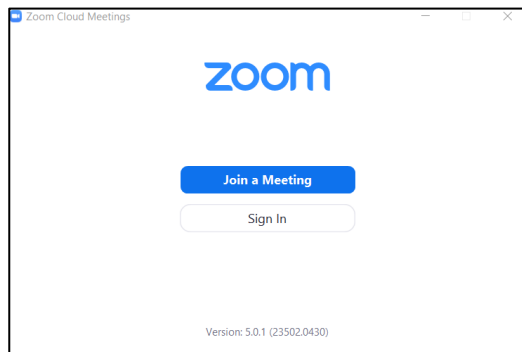
You can download the latest version of Zoom from Zoom's [Download Center](#). [Learn more about downloading Zoom.](#)

## How do I use Zoom on my PC or Mac?

1. Go to <https://zoom.us/support/download>
2. Zoom will download an .exe file. Click to begin download on your desktop.



3. Follow any prompts it gives you. Once downloaded, you should see this screen.



4. Sign in or Join a meeting from here.

## Do I need an account to use Zoom?

A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account. However, if the host has restricted joining meetings using [authentication profiles](#), then the participant will need a Zoom account to access the meeting. [Learn more about joining a Zoom meeting.](#)

A Zoom account is only required if you need to create your own meetings and send invitations to participants. Having a Zoom account allows you to create your own [Instant Meetings or Schedule Meetings](#). An account also allows you to access your personal settings, where you can [update your profile](#) or [upgrade your plan](#) at any time.

## Does Zoom provide training videos?

They provide [tutorial videos](#). They also provide [live training](#) to learn the basics of Zoom and ask questions live.

## Can I use a Bluetooth headset?

Yes, as long as the Bluetooth device is compatible with the computer or mobile device that you are using.

## Do I have to have a webcam to join on Zoom?

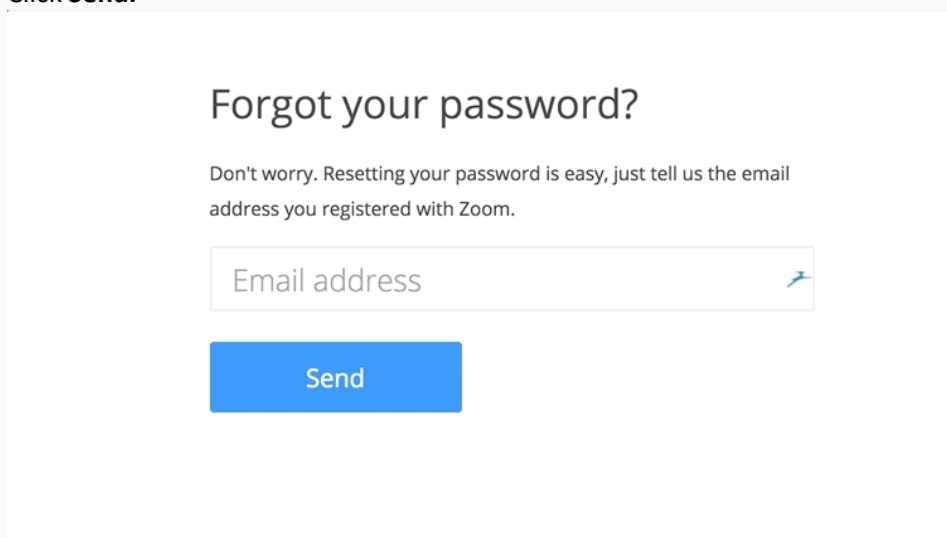
While you are not required to have a webcam to join a Zoom meeting or webinar, you will not be able to transmit video of yourself. You will continue to be able to listen and speak during the meeting, share your screen and view the webcam video of other participants.

## How do I reset my password?

You can reset your password at [zoom.us/forgot\\_password](https://zoom.us/forgot_password). [Read step-by-step instructions and how to fix common password issues.](#)

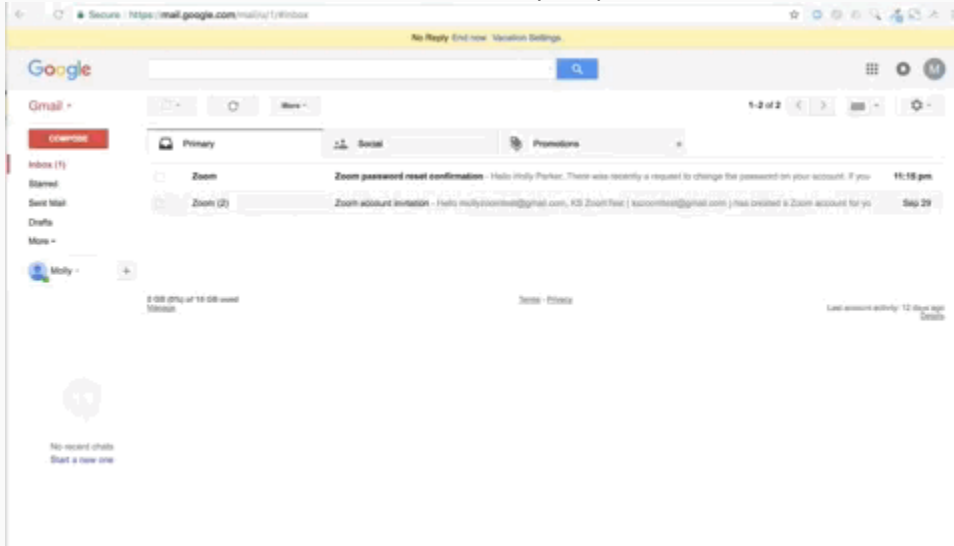
### Resetting Password

1. Go to [Zoom.us/forgot\\_password](https://Zoom.us/forgot_password)
2. Enter in your email address.
3. Click **Send**.

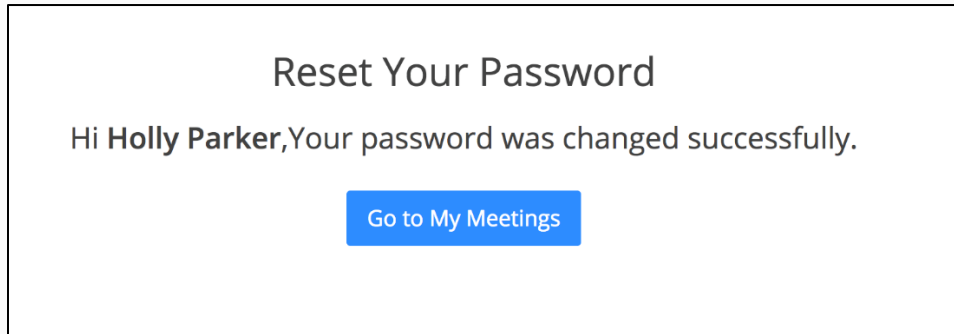


The screenshot shows a web form titled "Forgot your password?". Below the title is a message: "Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom." There is a text input field with the placeholder text "Email address" and a small blue icon of a person with a checkmark to the right. Below the input field is a blue button labeled "Send".

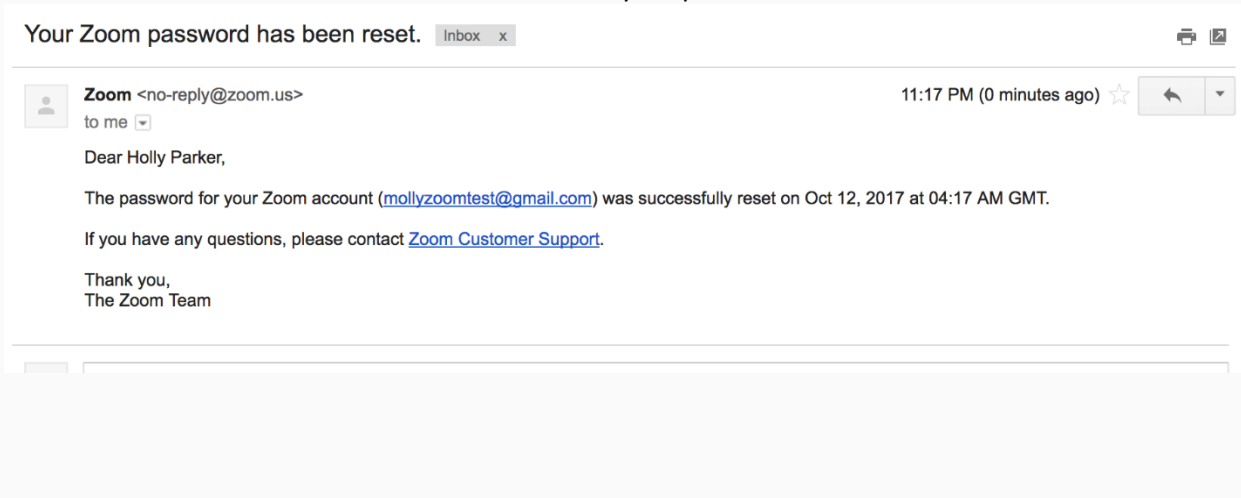
- You will receive an email with a link to reset your password. Click the link in the email.



- Enter in your new password.
- Enter in the new password a second time for confirmation.
- Click **Save**.
- You have now reset your password and should be logged into the Zoom web portal. Click **Go to My Meetings** to be taken to the web portal.



**Note:** You will also receive email confirmation that your password has been reset.



## My video/camera isn't working

### For Windows

1. Make sure that all other programs that utilize the camera are not using the camera or are closed.
2. Restart your computer.
3. Uninstall the Zoom client and reinstall the latest version from our [Download Center](#).
4. Visit your device's support and downloads page to update the camera driver:
  - [Logitech](#)
  - [Dell](#)
  - [Lenovo](#)
  - [HP](#)
  - [ASUS](#)
  - [Samsung](#)
  - [Sony \(PC\) \(Webcams\)](#)

Windows 10 has a privacy feature that may block Zoom from using the camera. [Learn more about this feature and how to allow Zoom access to your webcam.](#)

### For Mac

1. Make sure that all other programs that utilize the camera, such as Photo Booth and FaceTime, are closed.
2. Restart your computer.
3. If the camera still does not work in Zoom after restarting, check if the camera works in a Mac app, such as Photo Booth or FaceTime.
  - If it works elsewhere, uninstall the Zoom client and reinstall the latest version from our [Download Center](#).
  - If it does not work in any application, contact [Apple support](#).

**Note:** If you are on Mac OS 10.14 Mojave and are still having difficulty accessing the camera, check your operating system permissions to confirm that Zoom has access to the camera. [See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.](#)

## Not able to receive email messages from Zoom

### Gmail:

1. Select **More**.

2. Select **Spam**.
3. Search for no-reply@zoom.us.

**Note:** For Gmail you can also search all mail folders, by selecting **All Mail** under **More**, then searching for no-reply@zoom.us.

### Outlook:

1. Select **Junk Mail**.
2. Search for no-reply@zoom.us.

### Yahoo:

1. Select **Spam**.
2. Search for no-reply@zoom.us.

If you still are unable to find the emails, please contact [Zoom](#).

## There is echo in my meeting

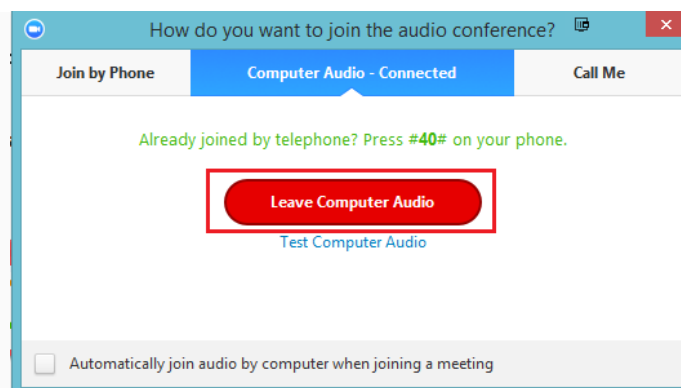
If you hear audio echo or audio feedback during your meeting, there are three possible causes:

1. A participant has both the computer and telephone audio active.
2. Participants with computer or telephones speakers that are too close to each other.
3. Multiple computer with active audio in the same conference room.

**Case 1:** A participant has **both** the computer and telephone audio active.

If you join from a computer and call in from the telephone, please make sure you either:

- Enter your *participant ID* when calling in, or enter your *#participant ID#* when already in the call.
- Or, manually **leave computer audio** on your computer.





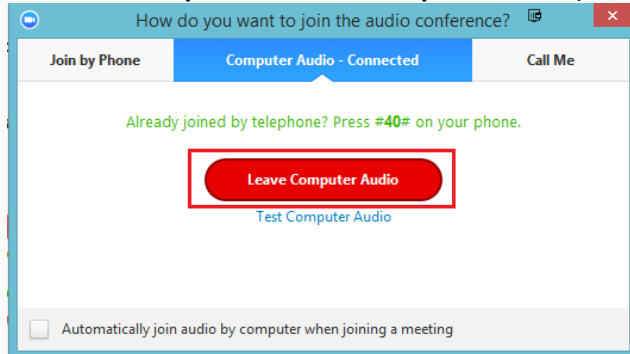
**Case 2:** Participants with computer or telephones speakers that are **too close** to each other.

If another participant is too close to you, and both of you have speakers on, please *leave audio conference* on one of the computers or hang up one of the telephone connections.

**Case 3:** Multiple computers with active audio in the same conference room.

If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.

- Select **Audio Options > Leave Computer Audio** (PC/Mac) or **Disconnect** (Android/iPhone).



- Muting is not enough as you mute the mic but the speaker is still on.

### Other Tips:

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back.

To isolate the attendee:

- Host can mute the attendee one at a time.
- Host can mute all and unmute one at a time.
- Attendees can mute themselves.

The source of echo can also be from:

- Speakers (such as TV or soundbar) that are too loud.
- Echo cancellation has failed (device or performance issue).
- A bad microphone.

## Audio isn't working on my mobile device

### Troubleshooting speaker issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

1. Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:

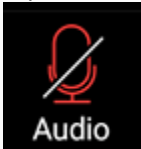


2. Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
3. Try using earphones.
4. Restart your mobile device.
5. Reinstall Zoom from the [Apple App Store](#) or [Google Play](#).

## Troubleshooting microphone issues

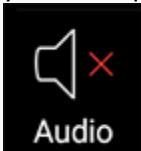
If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

1. Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself:



If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a [chat message](#) to the host.

2. Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.



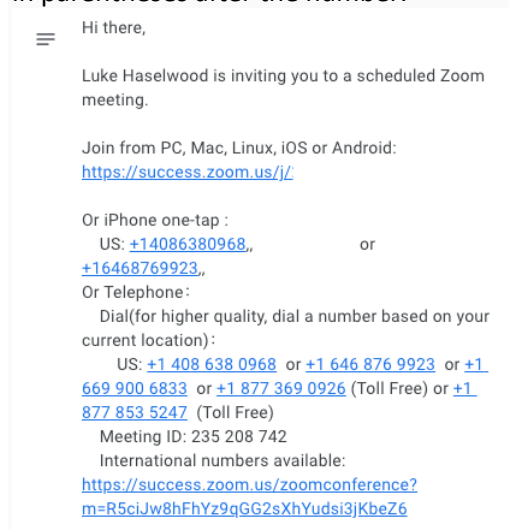
3. Try using earphones with a microphone.
4. Ensure Zoom has access to your device's microphone.
  - **iOS:** Go to **Settings > Privacy > Microphone** and switch on the toggle for Zoom.
  - **Android:** Go to **Settings > Apps & notifications > App permissions > Microphone** and switch on the toggle for Zoom.
5. Ensure that no other applications are using the microphone at the same time.
  - **iOS:** Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
  - **Android:** Tap the multitask button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left to right to close an app.
6. Restart your iOS device.
7. Reinstall Zoom from the [Apple App Store](#) or [Google Play](#).

## Will I be charged for using a dial-in number to join a Zoom Meeting?

Zoom dial-in numbers are available based on whether the host has subscribed to an audio conferencing plan and what numbers they have selected. If you are the host of a meeting you can check to see which dial-in numbers are accessible to you and your participants before you start. When you are invited to a meeting, you can check your invitation to see what dial-in numbers can be used. If you decide to use a toll number to join a Zoom meeting, you will be charged based on the rates of your phone service provider.

## How to determine if your dial-in number is toll-free when you are a participant?

By default, Zoom meeting invitations designate what dial-in numbers are toll free by adding "Toll Free" in parentheses after the number.



If you do not see a parentheses after the dial-in number, then it is likely a toll number.

**Note:** Meeting invitations can be customized by the host. The only way to be certain a dial-in number is toll free is to confirm with the host of the meeting.

## Error codes and messages

Error code or message	Issue	Suggested troubleshooting
<p>5000 5003 5004</p> <p>104101 104102 104103 104104 104105 104106 104110 104111 104112 104113 104114 104115 104116 104117 104118</p>	<p>Connectivity issues with Zoom's servers.</p>	<p>If you are on a network with a firewall or a proxy, contact a network administrator to check your <a href="#">firewall and proxy settings</a>.</p> <p>An antivirus software like AVG may be blocking your connection to Zoom. Disable the service and try again.</p> <p>Check with your internet service provider that you can connect to the Zoom service.</p>
<p>The meeting has an unexpected error. Error code: 2008.</p>	<p>Webinar license is not applied to the user; or the applied license is no longer valid on the account.</p>	<p>Visit <a href="#">User Management</a> as an account owner or admin, and use and assign the proper webinar license to the user.</p>
<p>XmppDll.dll is missing from your computer</p>		<p>If you are receiving an error that XmpDII.dll is missing from your computer, please <a href="#">manually install Zoom</a>. If this does not help, please create a <a href="#">support ticket</a>.</p>
<p>Entry Point Not Found</p> <p>The procedure entry point could not be located.</p>		<p><a href="#">Reinstall Microsoft Visual C++ 2008 SP1</a>.</p>

<p>There is no disk in the drive. Please insert a disk into drive</p>	<p>The Zoom application is looking for a file path on your Windows machine that does not exist. Typically, this occurs when joining or leaving a meeting.</p>	<p>Uninstall Zoom and reinstall the <a href="#">latest version of Zoom</a>.</p>
<p>0 (during installation)</p>	<p>This error encountered when upgrading from Version 0.9 or 1.0. The source link of the Zoom installer package is broken. Antivirus software could have quarantined files downloaded by the Zoom installer.</p>	<p>Download the <a href="#">Zoom client installer</a> manually and install it. If the problem persists, get the <b>installer.txt</b> file located in <b>c:/users/username/AppData/Roaming/Zoom</b>, then submit a ticket along with the <b>installer.txt</b> file.</p>
<p>3000 (during installation)</p>	<p>Zoom Installer has failed to overwrite an existing file due to a running process.</p>	<p>Uninstall Zoom and reinstall the <a href="#">latest version of Zoom</a>.</p>
<p>10002 (during installation)</p>	<p>The source link of the Zoom installer package is broken. Antivirus software could have quarantined files downloaded by the Zoom installer.</p>	<p>Check your disc space for sufficient space. Download the <a href="#">Zoom client installer</a> manually and install it. If the problem persists, get the <b>installer.txt</b> file located in <b>c:/users/username/AppData/Roaming/Zoom</b>, then submit a ticket along with the <b>installer.txt</b> file.</p>
<p>10006 (during installation)</p>	<p>The target disk is full. Antivirus software could have</p>	<p>Download the <a href="#">Zoom client installer</a> manually and install it. If the problem persists, get the <b>installer.txt</b> file located</p>

	quarantined files downloaded by the Zoom installer.	in <code>c:/users/username/AppData/Roaming/Zoom</code> , then submit a ticket along with the <b>installer.txt</b> file.
13003 (during installation)	User's permissions do not allow the installation of apps.  There is a conflict with drivers.	Download the <a href="#">Zoom client installer</a> manually and then run the installer as an admin.  Make sure video and audio drivers are up to date.

## Cannot continue. The application is improperly formatted (Authenticode)

If you receive the following error when joining a meeting or webinar using Internet Explorer, try the following steps to add Zoom as a trusted site and allow it to run.



To resolve this issue, try the following steps:

1. Open Internet Explorer.
2. Select **Internet Options** under the **Tools** menu.
3. Select the **Security** tab.
4. Select **Trusted Sites**.
5. Select **Custom Level...**
6. Select **Run components signed with Authenticode** or select **Enable**.
7. Select **Ok** to apply.

Next, add `zoom.us` to the Trusted site list by following these steps:

1. Open Internet Explorer.

2. Select **Internet Options** under the **Tools** menu.
3. Select the **Security** tab.
4. Select **Trusted Sites**.
5. Select **Sites**.
6. Type **zoom.us** under **Add this website to the zone**.
7. Select **Add**.
8. Select **Close**.
9. Select **Ok** to apply.

If these steps do not resolve the issue, please submit a [support ticket](#).

## Zoom Technical Support

To better serve you, we are providing [additional online resources](#) along with new support guidelines listed below. For the months of May and June, the following changes will be in effect **temporarily**:

- For all Free account users and end users to the below listed accounts, we will only be able to offer unrestricted access to our [online resources](#).
- We will continue to offer web support to owners and administrators of Zoom Pro accounts.
- We will continue to offer web, chat and phone support to owners and administrators of Zoom Business, Education, Enterprise and API accounts.

## Support Process

- **Free account users and end users of any account** will only be able to [access online resources](#).
- **Owners and Administrators of Pro** accounts will report support tickets to Zoom by [online submission](#).
- **Owners and Administrators of Business, Education, Enterprise or API** accounts will report support tickets to Zoom by:
  1. [Online submission](#).
  2. [Log in](#) and select the chat icon in the bottom right.
  3. Phone dial-in below by entering your [Personal Meeting ID and host key](#).
    - US: +1.888.799.9666 ext. 2
    - AU: +61.1800.768.027 ext. 2

- FR: +33.800.94.64.64 ext. 2
- IN: +91.800.050.2040 ext. 2
- JP: +81.053.132.0070 ext. 2
- NZ: +64.800.475.039 ext. 2
- SG: +65.800.321.1249 ext. 2
- UK: +44.800.368.7314 ext. 2 or +44.20.7039.8961 ext. 2

## Support Hours

Support Hours are **24-7**, including public holidays, where agents or technical engineers are available for web, chat and phone support.

## Priority Levels

When a support ticket is initiated with Zoom’s technical support team, it will be classified according to the following priority levels:

- **Priority 1 - Urgent:** The service is “down,” operation of the service is severely degraded, or there is a critical impact to the service due to a fault with the network or other software issue. No workarounds. Examples include failures of Zoom’s transmission services or software functions. Zoom will provide necessary resources around the clock to resolve this situation.
- **Priority 2 - High:** Significant aspects of the Service are negatively affected by inadequate performance of the network or other software issues. Partial or no workarounds. Zoom will provide resources during Zoom’s normal business hours to resolve the situation and additional resources outside of Zoom’s normal business hours as reasonably necessary.
- **Priority 3 - Normal:** General issues related to a feature or a set of features. Operational performance of the service is not impaired. Zoom will provide reasonable resources during Zoom’s normal business hours to assist in resolving the problem or providing a workaround.
- **Priority 4 – Low:** Informational or Feature Change Request: Customer requires information or assistance with service’s capabilities, installation or configuration and there is little to no effect on



its business operations. Included are requests for information, assistance, features, alpha/beta and others. Such requests will be handled within Zoom's normal business hours.

## Target Response Times

Target response time for a support ticket will be the time (a) commencing when Zoom receives a proper Support Ticket from customer and (b) ending when customer receives notification that the support ticket has been logged.

**Note:** Due to a surge in requests during the COVID-19 pandemic, you may experience longer response times.

### **Owners and Administrators of Pro, Business, Education, Enterprise and API Plans:**

- Priority 1 - Urgent: 1 hour
- Priority 2 - High: 4 hours
- Priority 3 - Normal: 24 hours
- Priority 4 - Low: 24 hours

## Additional Zoom Training Resources

- [Live Training Webinars](#)
- [Zoom Video Tutorials](#)
- [Zoom YouTube Video Tutorials](#)
- [Watch Recorded Training Sessions](#)
- [Meeting and Webinar Best Practices and Resources](#)
- [Zoom Online Event Consulting Services](#)

## Zoom Troubleshooting Guide Reference Page

The following resources were used to create this Zoom Troubleshooting Guide. For more information on using Zoom, click on these links:

- [Zoom Video Tutorials](#)
- [Zoom YouTube Tutorials](#)
- [Zoom Troubleshooting](#)
- [Zoom Help Center](#)