Zoom -- Connecting to Microphone and Video Camera by USB or in the CCI Classroom

Aside from UC 153, there should be no reason to connect a USB webcam or microphone, unless the troubleshooting steps below for connecting to the CCI Classroom microphone or video camera.

Make sure your laptop's image appears on the front projector or front monitor.

Make sure you have connected the correct USB cord on the podium to your laptop.

- Do *NOT* use any USB cord connected to the VGA adapter/dongle or any other adapter/dongle you connect to the HDMI cord on the podium computer.
- If one USB cord does not work and you have the option for another, try the other.

Make sure the CCI classroom microphone is not muted.

- See NEEDS UPDATE - echo360 -- Muting the Microphone during a Recording or Broadcast

Once the USB cord is connected, click "Join Audio by Computer" in Zoom.

- Not sure how? Click link below for YouTube video instructions

If classroom camera is not pointed where you want, see the following webpage.

- OLD RUSH UC SC326 - Returning a vaddio CCI Classroom Video Camera to its Initial Angle
- Then return here, if more help is needed.

Other audio and video problems?

- Watch these YouTube video instructions:

If problems continue, do all of the following:

- Click the lock icon to the left of the URL in the address bar, and make sure the site settings are to "Allow" the microphone and camera. (Not just "Ask.")
- Close your internet browser completely (Force Quit on a Mac or use Task Manager to end task on Windows, if need be)
- Do *NOT* END the meeting. Just *LEAVE* the meeting. You will likely be prompted to do one or the other.
- Disconnect the USB and the adapter dongle and/or HDMI cord from the laptop.
- If possible, use the camera remote to turn off the room video camera, wait 10 seconds. Use the remote to turn it back on. Walk up close to it. Wait 10 seconds each time the camera turns on, off, or moves. Return the camera to position one.
- Re-connect the USB, adapter dongler and/or HDMI cord.
- Make sure you are using Google Chrome or Mozilla Firefox.
- Restart the Zoom session.
- Change the site settings in Chrome or Firefox to "Allow" or "Always Allow" for the video camera and microphone.

If you see a message saying you need to install Flash:

1. Try the following first (before installing/re-installing).
2. If you see a message saying you need to install Flash:
   a. Try the following first (before installling/re-installing).
b. In Google Chrome,
   i. Example screenshot below.
   ii. Click the green lock icon next to the refresh/reload webpage curly arrow icon in the web address bar.
   
   *Click the link above to collapse this area.*

   ![Secure connection](https://learn.dcollege.net/webapps/blackboard/content/contentWrapper.jsp?content_id=...)

   After performing a check of your system, it has been determined that you do not have the proper system configuration to view this content. You will need to download and install the latest Adobe Flash Player to view this Echo. Use the link below to download and install the latest Adobe Flash Player. To find more about the minimum system requirements, please visit echo360.com.

   ![Advertised to download Flash Player](https://learn.dcollege.net/webapps/blackboard/content/contentWrapper.jsp?content_id=...)

   iii. Click the "Reload" button.
   
   *Click the link above to collapse this area.*

   ![Reload button](https://learn.dcollege.net/webapps/blackboard/content/contentWrapper.jsp?content_id=...)

   iv. Click the Play arrow/triangle.

   ![Play arrow/triangle](https://learn.dcollege.net/webapps/blackboard/content/contentWrapper.jsp?content_id=...)
c. In Firefox, see the following webpage.
   
1. If flash is not installed, then see the webpage below, then try look again at the webpage above.

The **above steps can help with many issues**, like if the AV Bridge for the microphone is detected by the laptop, but **not the AV Bridge for the video camera**.

**If problems still continue**, ask an SA to grab the nice Yeti USB microphone and/or a USB tripod webcam, connect those to your laptop, or the podium computer if need be, and use those with Zoom instead.

- And run through watch the YouTube video below on joining by audio/video.

  *Click the link above to collapse this area.*

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**Additional Assistance for Recording or Streaming**

**Click link above to collapse this area.**

Contact Mike Galloway ([mjg88@drexel.edu](mailto:mjg88@drexel.edu)), CCI Technology Services Manager, for additional assistance.

*Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.*

Anyone else should contact technical support for their own college, department, university, organization, or business.