

Having technical issues?

No audio?



Check your computer/headset volume.
Click the "**Join Audio**" arrow to test your speakers or switch to "**Phone Call**."

No video? Slide frozen?



Open any camera covers.
Close and restart the Zoom app.
Ensure you have the latest [software update](#) installed.

Poor connection?



Close extra browser tabs and apps.
Move closer to your router or use an Ethernet cable.

Need live help?



Type your issue in the **chat box** addressed to "**@host**."
If you cannot access the chat box, email
PTOTraining@floridarevenue.com

Closed Captioning (CC)



Click the **CC Live Transcript** or **Captions** button in the toolbar at the bottom of the Zoom window.
Select **Show Captions**.
Use the arrow next to the button to change languages or adjust settings such as font size.

This session is not recorded.