Q1）I am not able to enter the Zoom meeting room.
A1）Depending on the internet security level of your company or research institution, you may not be able to enter the Zoom meeting room. Please try to access from another internet environment.

Q2）My voice is inaudible to other meeting participants.
A2）The possible causes of this problem are as follows:
・In case not joining with computer audio
⇒ Please try to connect Zoom again and to select **"Join with Computer Audio".** (See image on the right)

・In case of your headphones not switched on
⇒ Please let them check the ON / OFF of their headphone

・In case of Bluetooth not connected to the device
⇒ Please reset the Bluetooth connection settings.
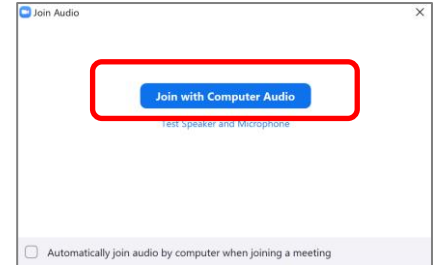
Q3）Even after trying A2), my voice is still inaudible to other meeting participants.
A3）The correct audio setting may not have been selected. Please click ^ on the right side of the **"Mute"** button.
⇒ Please check if the connected device you are using is displayed and the device has a check ✓. (See image on the right)
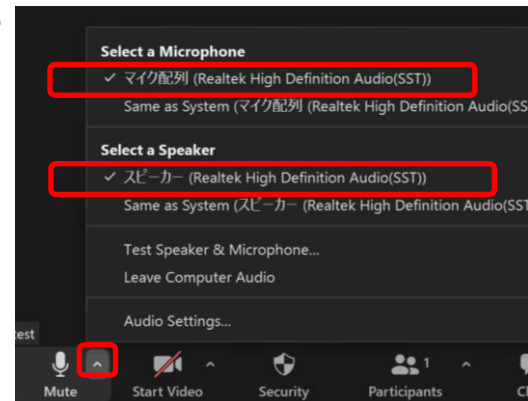
Q4）I can't share my presentation slide on the screen. How can I solve the problem?
A4）The presentation slide may not be opened on the device.
→ Please open the presentation file (Power Point or PDF) on the device first. Please make sure that the file is displayed when you click **"Screen Sharing"** in Zoom (See below). After confirming that it is displayed, click the screen and click the **"Share"** button at the bottom right.
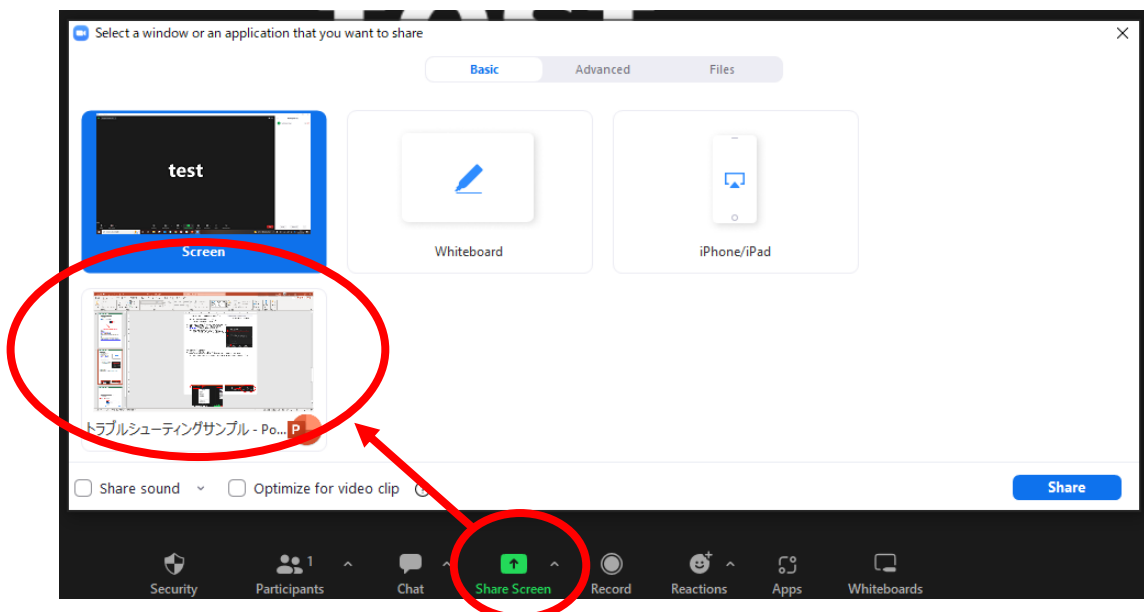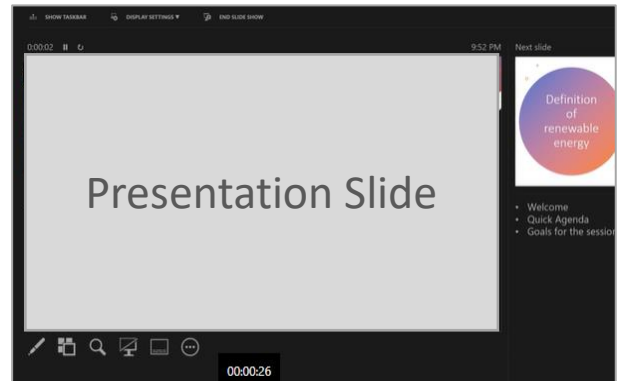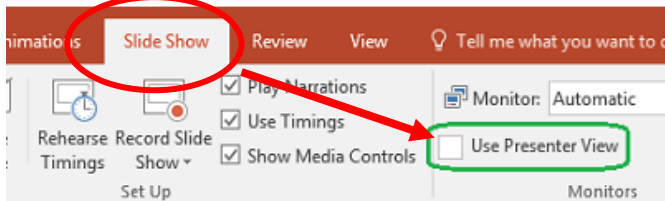
Q5）After Screen sharing, "Presenter View" appears in Zoom. (as shown below)

A5）Stop Screen sharing first in Zoom.
In Power Point, click "Slide Show" tab and **untick** "Use Presenter View".
Going back to Zoom, and start screen sharing again.

Note
"Presenter View" appears when **using dual displays** in your environment. Please **use a single display** when you make a presentation.

Q6）Sounds of the movie in the presentation materials are not shared with other participants in screen sharing.

A6）Please tick ❶"Share sound" in the window before starting screen sharing and select the presentation file (❷) to share. Start screen sharing clicking "Share" (❸)
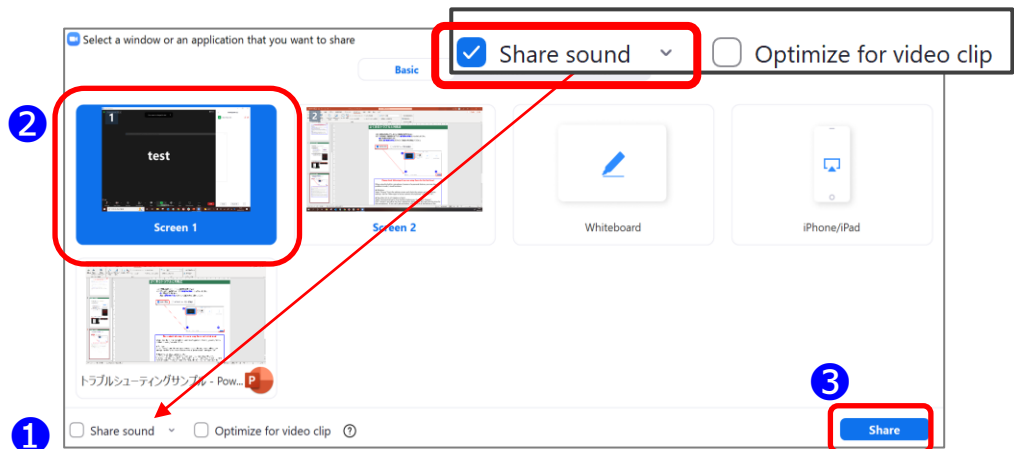
Please check followings if you are using Zoom for the first time!

When using the built-in microphone /camera of a personal devices, you may face a problem in audio / visual functions.

◆ **Windows**
Select **"Privacy"** from the settings screen and check the camera and microphone settings. Set the **"Allow apps to access camera (microphone)"** setting to **"On"**.

◆ **Mac (Mac OS 10.15 Catalina or later)**
Select **"Security & Privacy"** from System Preferences, then select **"Privacy"**.
Click **"Camera"** and allow the Zoom application displayed on the right (do the same for the microphone). If you can't get permission, click the lock at the bottom of the window and enter your Mac password to get permission.

◆ **Others**
There are cases where the audio is connected, but the video is not functioned (your face cannot be seen by other participants). In this case, there is a possibility that the Internet security software may be blocking your access to the camera. Please check if the access to the camera is controlled from the setting screen of the Internet security software.