

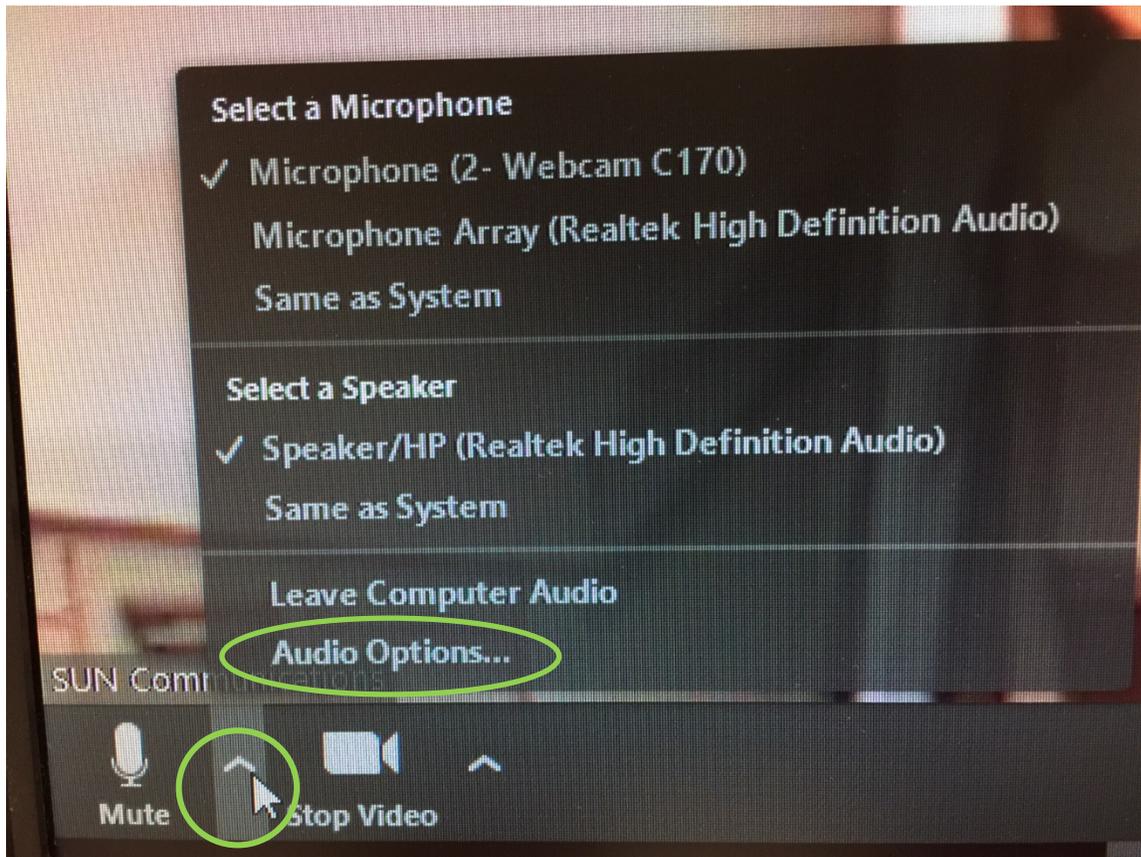
Changing Audio Connections

If your internet connection is unstable, the audio connection will cut in and out and/or the video feed will freeze. This will be because the demand on the internet is too high for the signal connection available. This will typically happen when connecting via WiFi, hotspot or using cellular data.

To solve this issue, we will disconnect the Audio Conference on your computer and connect you to the audio conference portion using the phone. This will reduce the demand on your internet connection, while allowing you to still hear and see the meeting attendees.

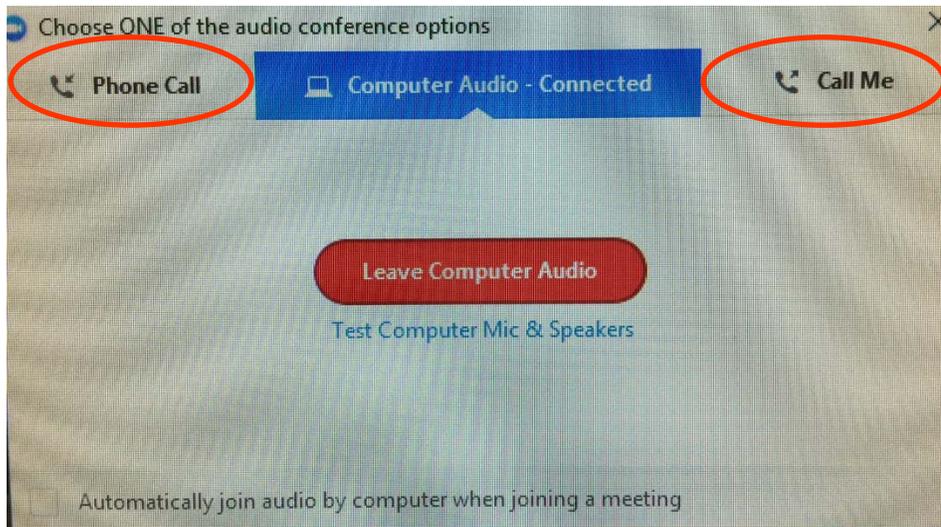
Step One – Leave the “Computer Audio”

1. Click on the UP arrow next to the MICROPHONE icon to view the audio menu (bottom left hand side of your ZOOM screen)
2. Click on AUDIO OPTIONS to change your audio connection.

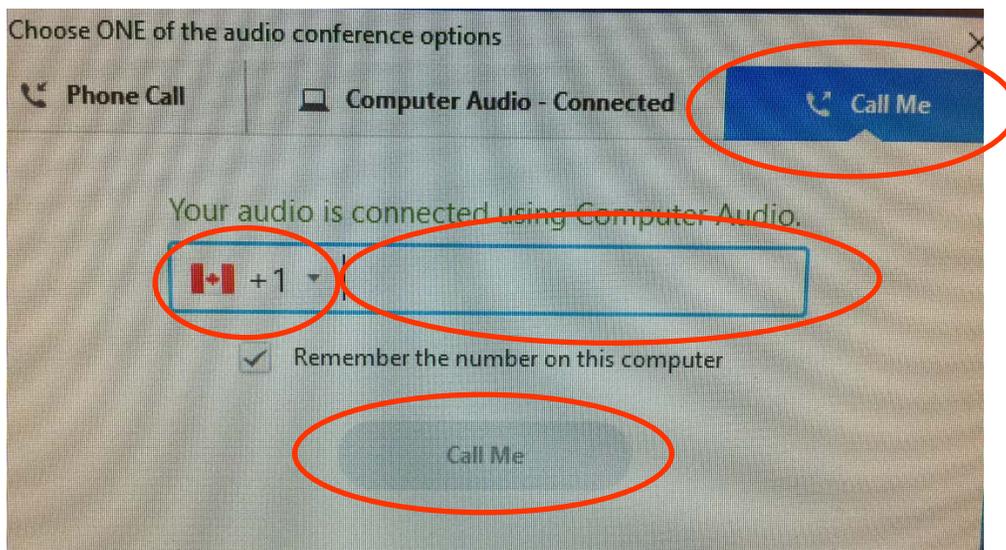


Step Two – Switch Connection

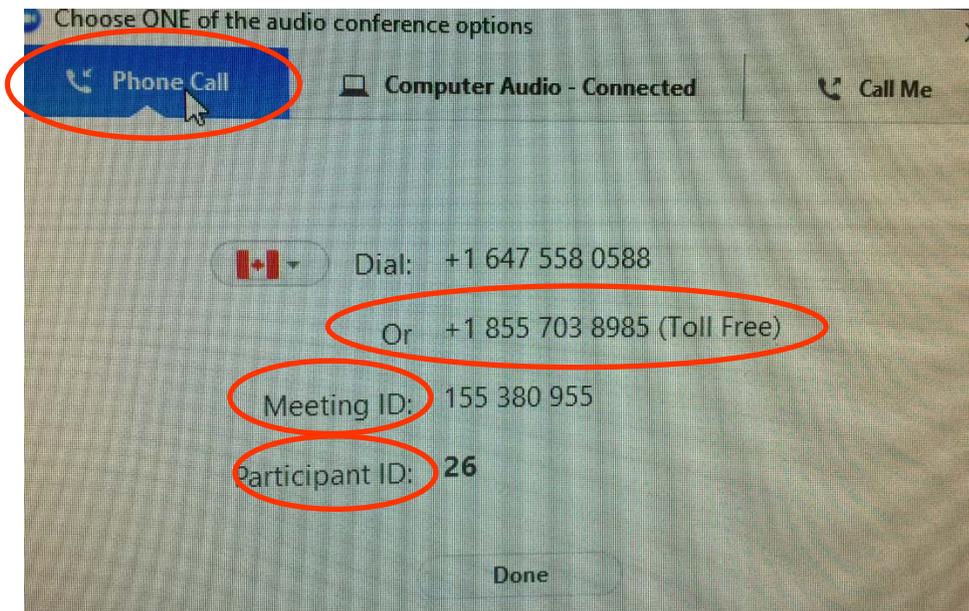
1. To leave the computer audio, click the red “LEAVE COMPUTER AUDIO” button that appears in the white pop up window



2. Once disconnected you have two (2) options to reconnect the audio (see the orange circles in the above image)
 - a. Phone Call – where you call the conference line to connect
 - b. Call Me – where the system will automatically call you at the number you provide
3. If you know the phone number you wish to connect on, use the CALL ME option
 - a. Click on the CALL ME tab
 - b. Change the country flag to CANADA (or the country you are calling from), using the down arrow.
 - c. Enter the phone number, including the area code, of the number you wish to be reached at.
 - d. Click CALL ME and the system will place the call, connecting your video and audio streams.



4. If you don't know the phone number you wish to be called at, use the PHONE CALL option, to connect to the audio conference.
 - a. MEMBERS – dial the toll free number provided on the screen. SUN Staff – please use the long distance (toll) number provided when calling from a SUN phone.
 - i. When prompted enter the MEETING ID number. NOTE: Enter the meeting ID number specific to the meeting, each meeting has a different ID number.
 - ii. Enter your PARTICIPANT ID number, when requested. NOTE: Enter the ID specific to you, each participant has a different ID number.
 - iii. Click DONE and the system will connect your video and audio streams



NOTE: Some internet connections may have a weak signal and have difficulties streaming your video feed, even with the audio connection changed.

If this is the case, simply turn off your video camera when you are not talking. Turning off your camera will help reduce the demand on your internet connection but still allow you to see the video feed from others and access the in-meeting features available in ZOOM (chat room, non-verbal cues, etc)