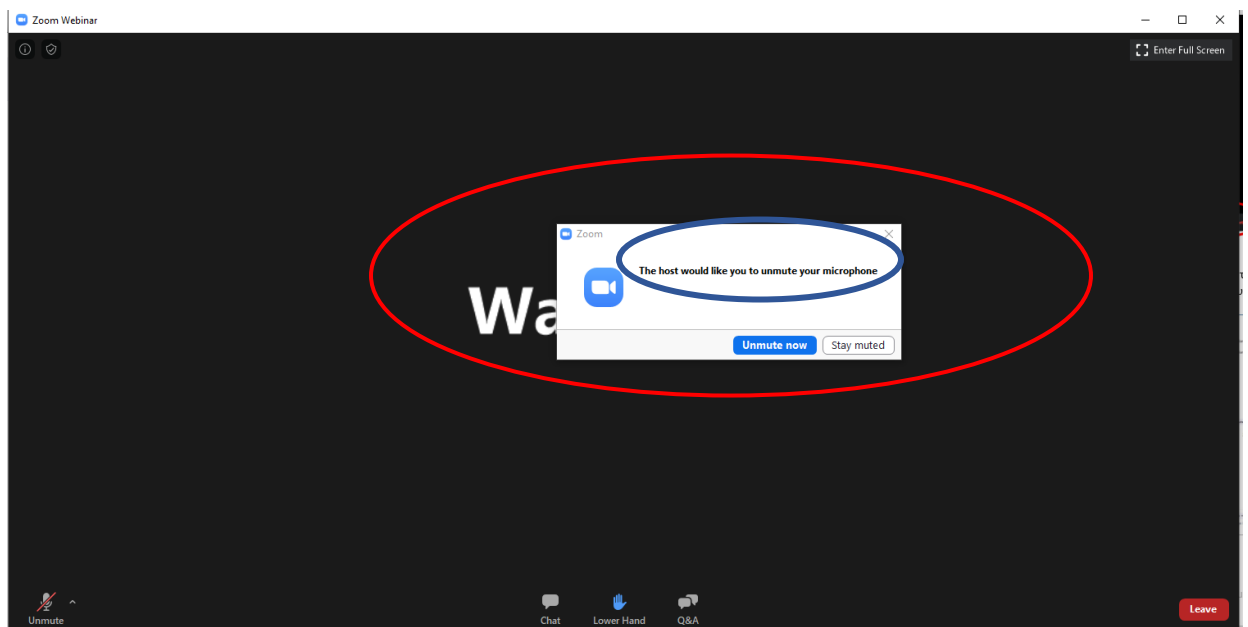


- In case the menu bar at the bottom (red circle) doesn't appear, move your cursor on the window.
- In the blue circles, there are two icons.
- Click "Raise hand" to ask for the floor. It's up to the Presenter/Moderator to accept the Question/Comment.



In case the Presenter/Moderator gives you the floor, the following window will appear. Press "unmute" and start talking.



- Remarks – Troubleshooting
- It's preferable to use a laptop or desktop computer.
- Always prefer a wired connection to your router.
- Always prefer to use headphones and microphone. Even a simple hands free, improves the sound significantly and isolates unwanted noise.
- During the Webinar/Event avoid having other people using the same network. Applications like YouTube/Netflix slow down your network.
- Before you join the zoom meeting, follow this link <https://zoom.us/test>, click "Join" and test your Audio and Video.

Common Problems

- In case Audio or Video doesn't work, first follow the steps in Chapter 3. If that doesn't solve the problem, make sure no other application uses your microphone and camera. (Skype, Viber etc.)
- In case you experience Echo/Feedback problems, most probably there is a second computer at the same room, in the same meeting, with speakers on. (Hands free is essential in that case)