



Troubleshooting Your Audio, Video & Tech

Best Practices for Using Your Projector to Share Live Zoom Lessons

Connecting Your Audio (Choose Your Preferred Speakers)

- 1) After you “connect to audio” or “join audio” when entering the Zoom meeting, hover your cursor over the drop down menu beside the microphone icon (symbolized by a small down arrow).
- 2) Click the arrow to reveal your audio options.
- 3) Select “choose/connect audio” (or “choose/connect speaker”) and select “projector.” (The name of your projector might vary depending on the brand.) If these options are not visible, check to make sure your computer is connected to your projector. If the options are still not visible, select “audio settings” and follow the above instructions.
- 4) Once you’re set up, mute your audio. Your instructor will ask you to unmute to interact with your class at different times throughout the lesson.
- 5) See below for troubleshooting the projector volume specifically.

Choosing the Best View: Pin Video

- 1) Move your cursor to the top right corner of your instructor’s video box to reveal the drop down menu symbolized by three horizontal dots.
- 2) Click the dots and select “Pin Video.” This will ensure that your instructor’s video will remain the focus of your screen, regardless of how many other speakers or participants are in the meeting.

What to Do If/When Technology Fails (Unstable Internet)

- 1) If/When you drop out of a live Zoom lesson, return to the program dashboard and rejoin the meeting using the same link you selected previously.
- 2) If/When your instructor drops out of the meeting due to unstable internet, several situations are possible:
 - a) You might find yourself still in the meeting. If this is the case, your instructor will either return within a minute or two, or you will receive an email with further instructions. Please check your email while you are waiting and encourage your students to practice one of their favorite breaths, like shark breath. (This is a great opportunity to practice our mindful SEL skills “in real life.”)
 - b) The entire meeting might end. If so, please navigate back to the program dashboard and re-enter the meeting using your original link.
 - c) The instructor might not be aware that the internet is unstable, has frozen, dropped, or blocked the audio. Please feel free to unmute and let your instructor know if you’re having trouble hearing or if the video has frozen.
 - d) When in doubt, please check your email. We will reach out to you in the event that we cannot reconnect in a timely fashion.
 - e) Lastly, take a deep breath and smile. We will be doing the same! These are great moments to practice using our mindful SEL skills. You can rest assured that you’ll never miss a lesson. We will have recorded lessons available on the program dashboard. You are also welcome to email and ask if it is possible to join another session later in the day or week if you prefer a live session.

Solutions When There is No Sound or Low Volume on Your Projector

If there is no sound when you expect it or the volume is too low, try the following solutions:

- Adjust the projector's volume settings.
- Press the A/V Mute button on the remote control to resume video and audio if they were temporarily stopped.
- Press the Source Search button to switch to the correct input source, if necessary.
- Check your computer or video source to make sure the volume is turned up and the audio output is set for the correct source.
- Check the audio cable connections between the projector and your video source.

- If you do not hear sound from an HDMI source, set the connected device to PCM output.
- Make sure any connected audio cables are labelled "No Resistance".
- If you are using the USB Display function, turn on the Output audio from the projector setting in the EPSON USB Display Settings program on your computer.
- If you are using a Mac and you do not hear sound from an HDMI source, make sure your Mac supports audio through the HDMI port. If not, you need to connect an audio cable.
- If you want to use a connected audio source when the projector is off, set the Standby Mode option to Communication On and turn on the Standby Audio option.