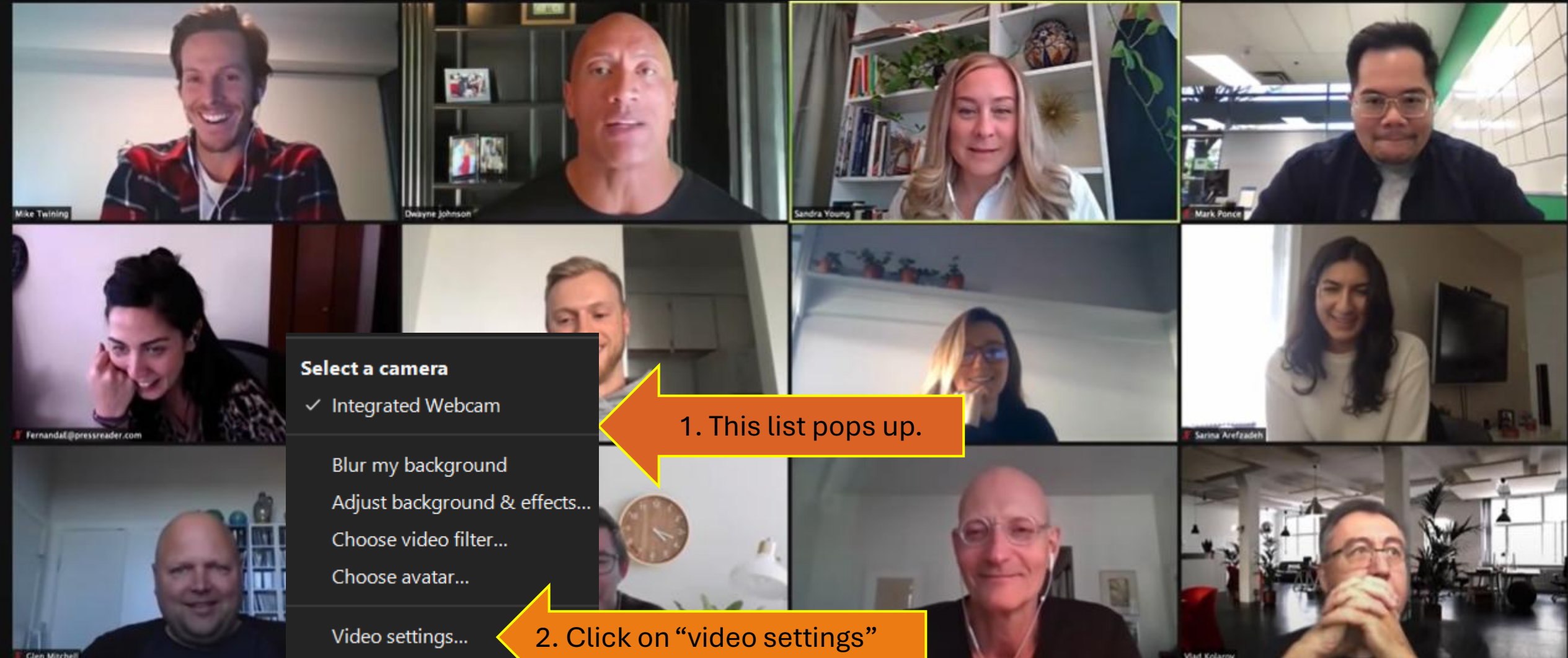


If your video is not working, please follow the steps on the following slides.



Click on the



Select a camera

- ✓ Integrated Webcam
- Blur my background
- Adjust background & effects...
- Choose video filter...
- Choose avatar...
- Video settings...

1. This list pops up.

2. Click on "video settings"



Settings

- General
- Video**
- Audio
- Share screen
- Team Chat
- Background & effects
- Recording
- Profile
- Statistics
- Keyboard shortcuts
- Accessibility

Camera

Integrated Webcam

Original ratio HD Mirror my video

Always display participant names on their video

Turn off my video when joining

Always show video preview dialog when joining

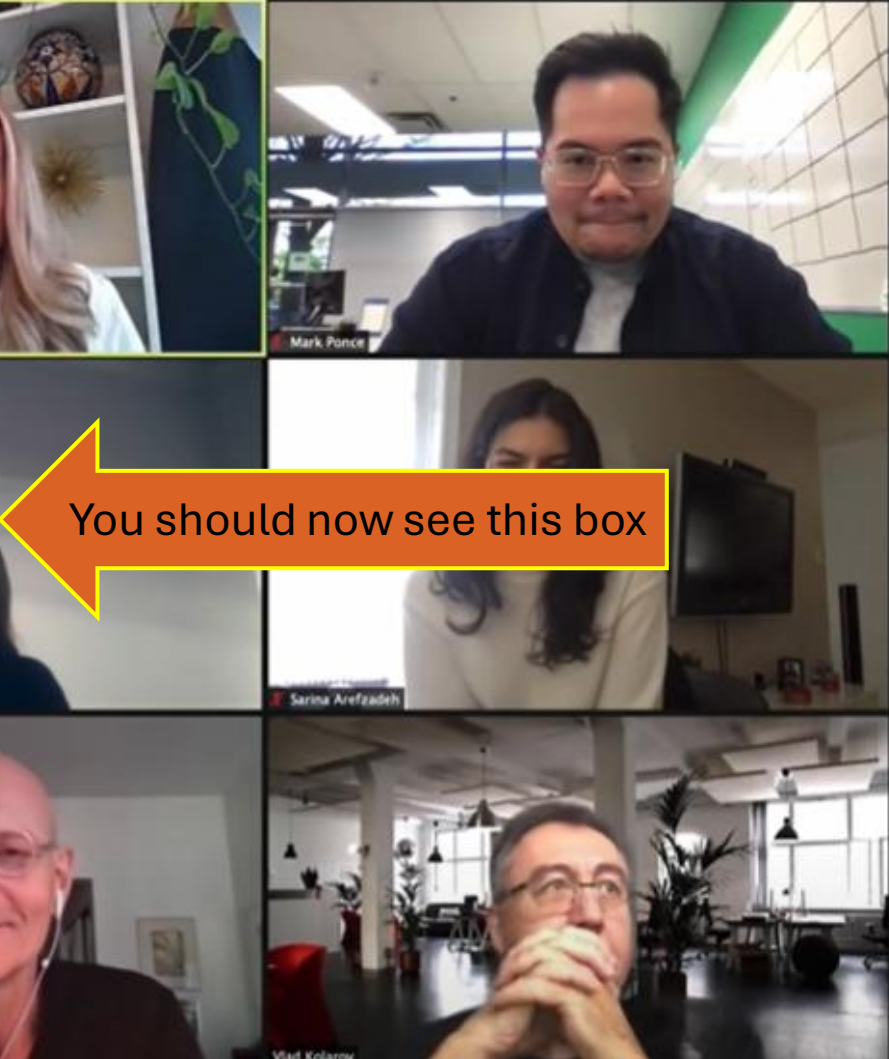
Hide non-video participants

Hide self view

Enable stop incoming video feature

Advanced


You should now see this box





zm Settings

- General
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- Audio
- Share screen
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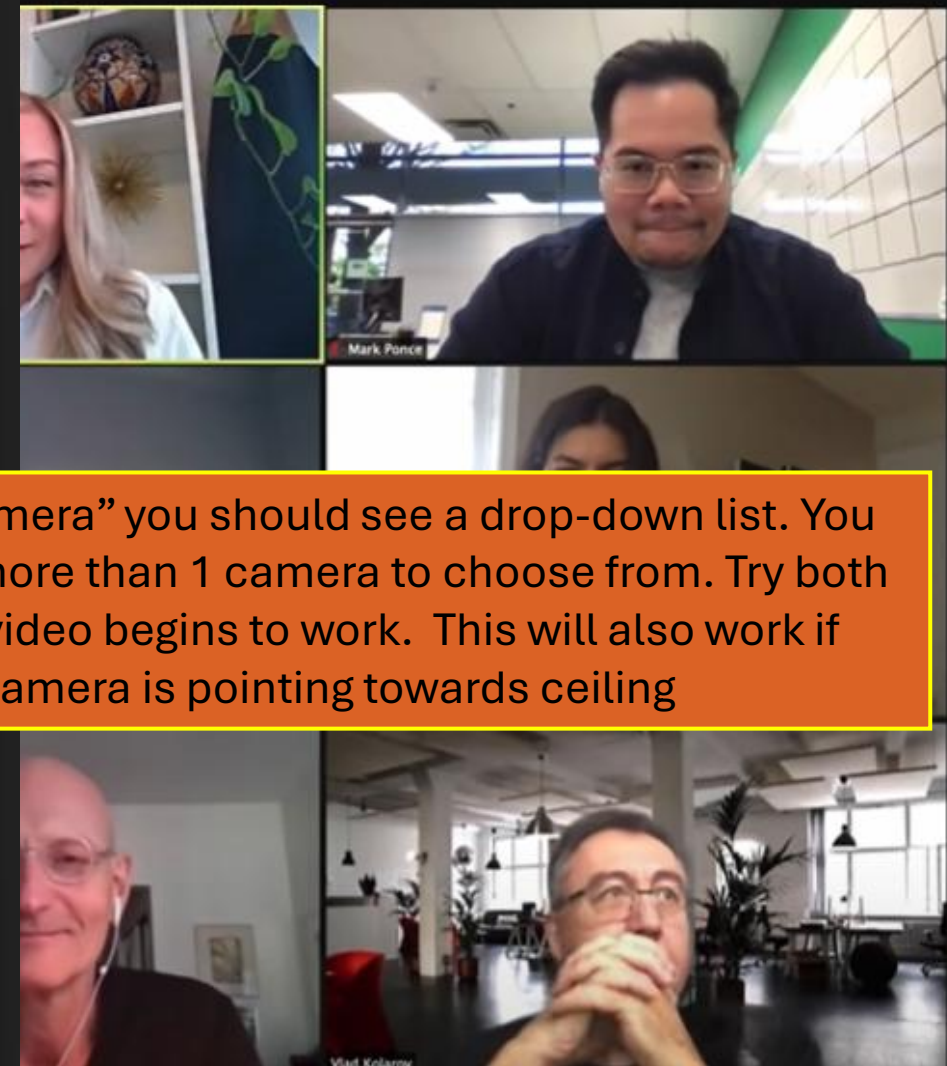
Hide non-video participants

Hide self view

Enable star incoming video feature

Advanced

Under "Camera" you should see a drop-down list. You may have more than 1 camera to choose from. Try both to see if video begins to work. This will also work if camera is pointing towards ceiling



If your video is still not working, please reach out to your IT department.