Zoom Room Hybrid Troubleshooting Guide

For Instructors & Presenters

1. The "Identity Crisis" (Joined as a Guest)

Symptom: You are in the meeting, but you don't have host controls (can't record, can't admit people).

- **The Quick Fix:** Click **Participants** > **Claim Host** (at the bottom of the list).
- **The Login Fix:** If you aren't prompted to claim host, you likely aren't signed into the Zoom app. Click your profile icon (top right of the app) and ensure you are signed in with your Work/School SSO account.
- **Pro Tip:** Your **6-digit Host Key** (found in your **Zoom web profile**) can be used to "reclaim" the host position instantly if the login screen is being stubborn.

2. The "Missing" Meeting Link

Symptom: You have a link you've used for years, but it's not in your "Upcoming" list.

- **Where it's hiding:** In the Zoom app, go to the Meetings tab and scroll to the very bottom. Check the Recurring section. If a meeting has "No Fixed Time," Zoom hides it from the main calendar.
- **The Manual Start:** If you can't find it in the list, simply click the link from your syllabus or calendar—the app will open it and recognize you as the host automatically **(as long as you are signed in**).

3.Audio Feedback

Symptom: Speakers and microphone echoing as you join.

- **The Fix:** Your laptop is fighting the Zoom Room for audio dominance. On your laptop, click the arrow next to the Mute button and select **"Leave Computer Audio."**

  The Zoom Room (Podium) is the only device that should have a live mic and speakers. Your laptop is for "eyes only."

4. The "Invisible" Slides

Symptom: Students in the room can see your screen, but students at home see nothing.

- **The Fix:** Plugging in the HDMI only shows your screen to the *physical* room. You must also **click the green Share Screen button inside the Zoom meeting on your laptop** so the *remote* students can see it. If the Zoom meeting Room has been assigned host you may click the share button there as well.