

### **My Video/Camera Isn't Working**

<https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

### **My Audio is Not Working on iOS (iPhone) or Android (other phones)**

<https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

### **Video Not Working on Lenovo Devices (computer/tablet/phone)**

<https://support.zoom.us/hc/en-us/articles/208362326-Video-Not-Working-on-Lenovo-Devices>

### **The DMC 2020 Zoom Link Isn't Working**

1. Try connecting to <https://www.bbc.co.uk> work. Does it work?
  - a. Yes
    - i. Navigate to <https://zoom.us/>
    - ii. Click JOIN A MEETING
    - iii. DMC 2020 meeting IDs are as follows:
      - a. Adult: 844 3160 3838
      - b. Youth: 854 1834 7761
      - c. Children: 891 8597 8047
    - iv. Provide passcode **JOHN9:4**, if prompted
    - v. If issue is not resolved, please contact DMC Support team (see contact details below)
  - b. No
    - i. Check you have access to the internet – is your router switched on? Is your WiFi on?
    - ii. Moving closer to the router or a different location usually solves poor connection issues. You may also try from another computer/laptop/phone/tablet.

### **The Streaming is Poor/Slow**

Please follow step 1b above under The DMC 2020 Zoom Link Isn't Working.

### **Any Other Issues**

Please contact the support line using the below details.

### **Support Contact Details**

Standard Line Call: **+44(0) 203 981 0111**

WhatsApp Call: **+44 (0) 7593 704 074 – use, especially, if calling from outside the UK**