MURSION STARTUP PROCEDURE
via Zoom

This document is intended to guide users of the Mursion software through the process of verifying their setup before connecting for a simulation session. If any of these settings are not working as expected, please refer to troubleshooting documentation or contact Technical Support to resolve.

Phone Support: 1 (855) 999-5818
Email: support@mursion.com

Verify Internet Connectivity

1. Please verify that you have a stable internet connection.
    - It is recommended to use a wired internet connection using an Ethernet Cable.
2. Check your download and upload speeds at www.speedtest.net
    - Recommended Download Speed: 10 Mbps or higher
    - Recommended Upload Speed: 2Mbps or higher
3. If you do not meet the recommended wiring and internet speeds, please be aware that Mursion cannot guarantee a stable connection throughout the session.

Verify Zoom Audio Settings

1. Launch a test call at mursion.zoom.us/test
    - If you have not launched a Zoom session before on your computer, follow the prompted steps to download and install the app.
2. Test your Speakers
    - If you do not hear the tune, check your volume and connections. You may also need to change your speaker source within Zoom.
    - If you hear the tune, click "Yes"
3. Test your Microphone
    - If you cannot hear yourself played back to you, check your connections and audio settings within Zoom.
    - If you hear yourself, click "Yes"
    - Click "Join with Computer Audio"
4. Test your Webcam
    - Click the "Start Video" button at the bottom left region of the Zoom window.
    - If you do not see the "Start Video" button, check your webcam connection.
    - If it fails to initialize your webcam, verify that you do not have any other applications open that may be using the webcam.
5. Leave test meeting

Enter Session

1. When ready, click the provided link to open your session Zoom meeting.
2. When logged in, click the "Join with Computer Audio" button.