

# Zoom Instructions: Best Practices for Audio & Sound

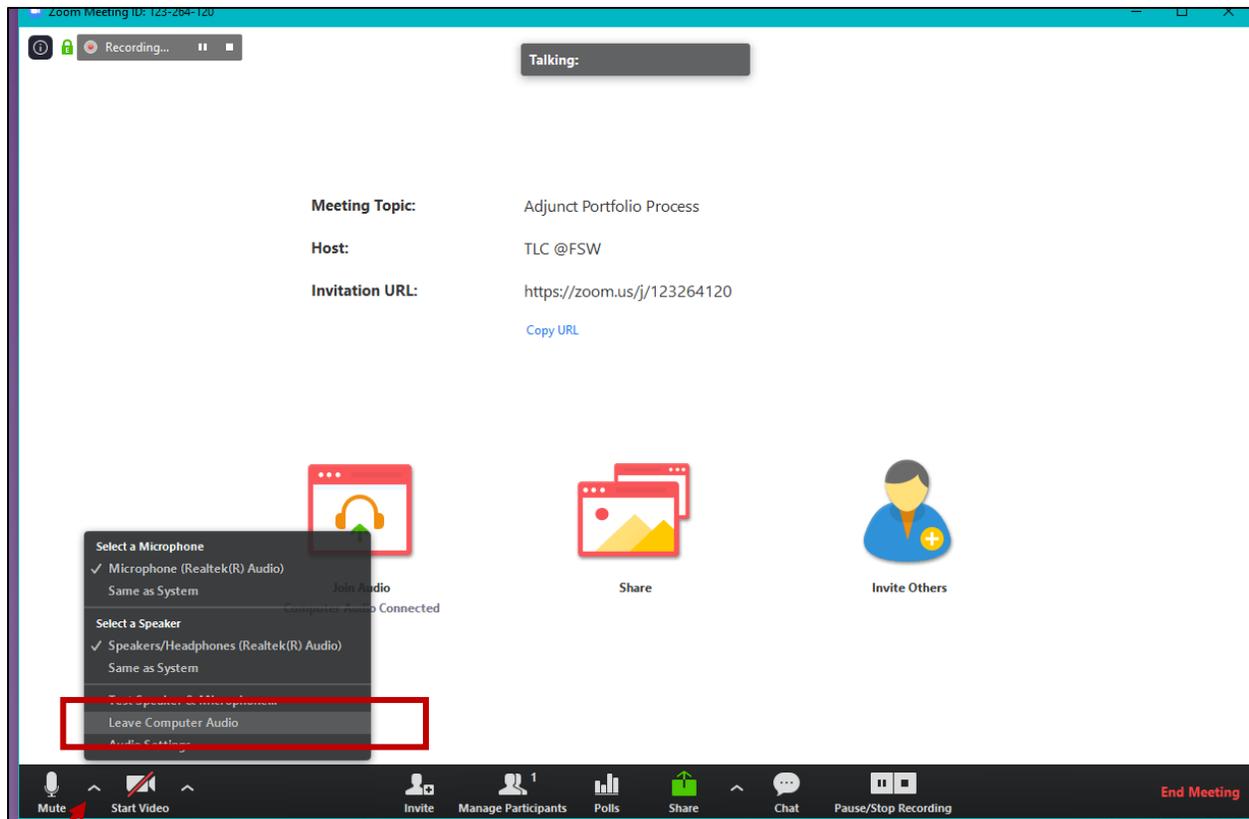


## Avoiding the Echo

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In Zoom, multiple devices connected to the same meeting don't play well together. A loud echoing sound will occur in a meeting when audio from two or more devices are in the same room. It may be too time consuming with a large group for the host to try and find the source of the echo and eliminate it. Resultingly, the host will have to disable or mute audio for all, eliminating the participants' ability to spontaneously respond during the meeting. To prevent this from happening, avoid the following if you are planning to attend a Zoom meeting:

1. **Just pick one.** Do not open the Zoom meeting on multiple devices. Use only one device to participate in the meeting. Zoom can work on phones, tablets, and computers, but just pick one!
2. **Share a single device, but not a single space.** Just as two of your own devices will cause an echo, so will two or more devices among colleagues attending the meeting. Avoid attending a Zoom meeting in a shared space with another participant. If you and a colleague would like to attend the meeting in the same space, be sure to share one device, rather than using two.
3. **Mute will not get to the root of the problem.** Muting your microphone in Zoom will not eliminate the echoing issue. If multiple devices in the same room are a must, select '**Leave Computer Audio**' on all but one device in the Zoom audio options (see below). This may relieve the echo, but it's not guaranteed. The only sure way to avoid this is to avoid multiple devices:



## Leave your TV, Pets, and Phone out of the Meeting

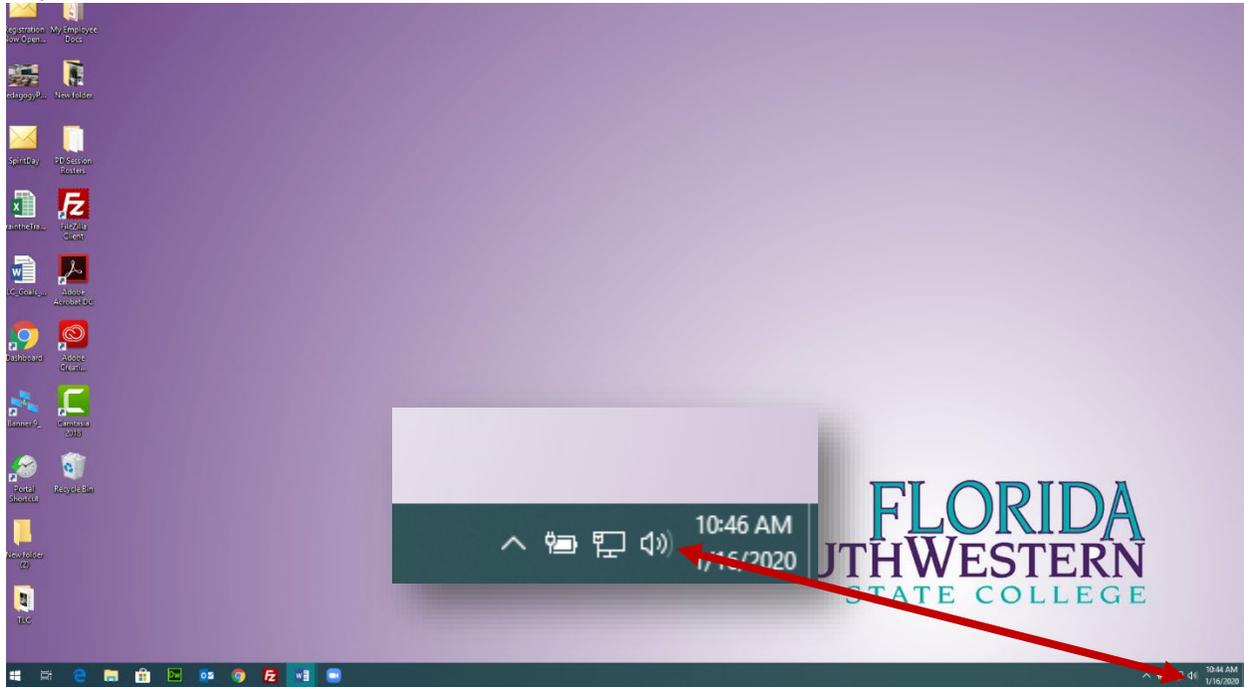
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We have all experienced background noise during phone calls that disrupt our ability to hear someone, and the same issue can arise during Zoom meetings. In Zoom, there are usually multiple participants present, so it's not just one person on the other line that hears the noise--- its everyone! Here are couple of things you can do to eliminate background noise:

- 1. Pretend its an in-person meeting and leave the noise out.** Background noise is easily transmitted in Zoom meetings. Dogs barking, birds singing, doors slamming, and Netflix can all be detected through your microphone and are audible to other participants. Attend your Zoom meeting in a quiet space and leave the noise out. To mute or adjust your audio settings, utilize both the Zoom audio controls and your computer audio as shown below:

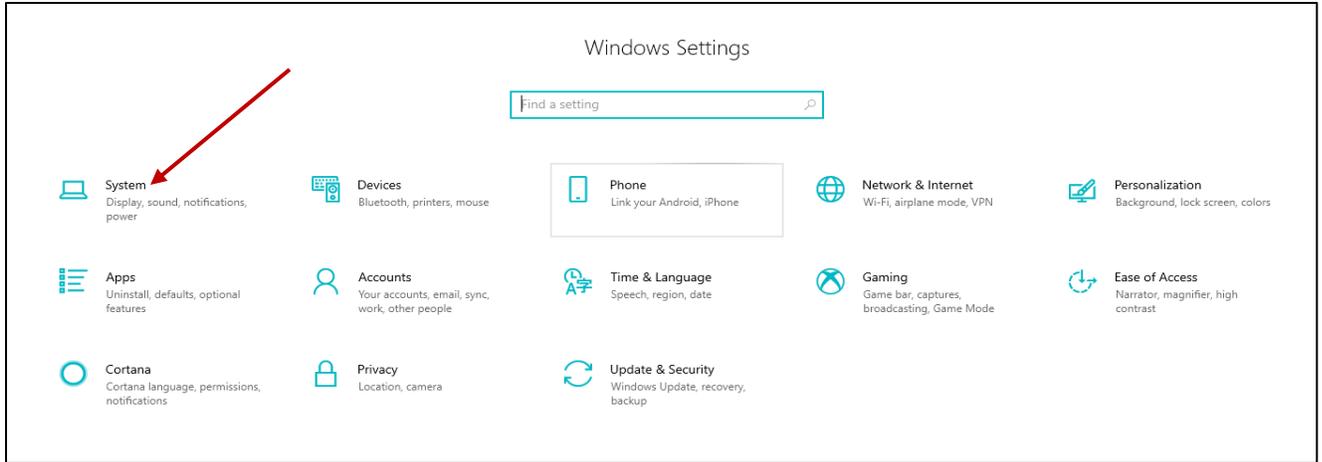
**1a. Adjust sound settings on your Computer:** Depending on the machine you are using, adjusting your audio settings may appear differently.

**From your Desktop (Using Windows 10):** Click on the sound icon to quickly adjust the volume of your speakers.

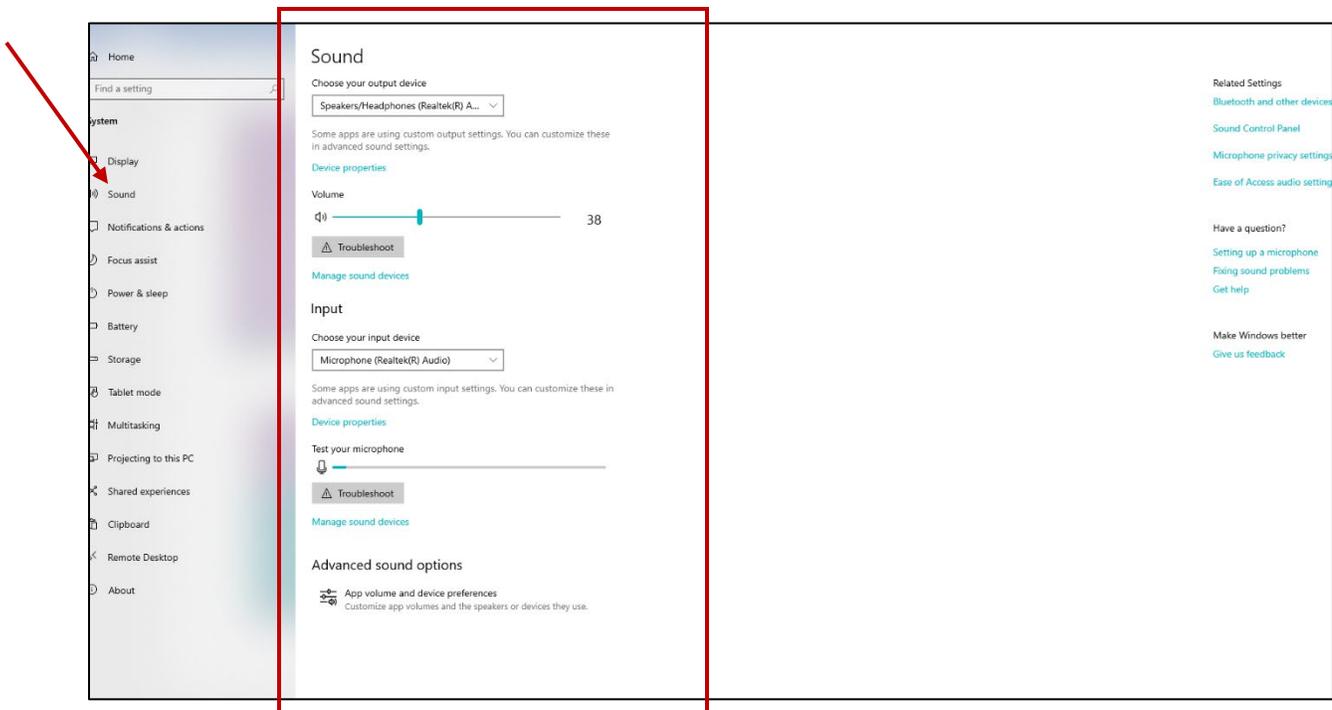


**From your system settings:** Select the gear icon to access your computer settings where you can test your audio and adjust the input and output volume settings. You can also select a different sound input/output here such as a microphone or headset you have connected to your computer.





Access sound settings through the 'System' option.



**1b. Adjust the sound settings in Zoom:** You can also adjust your sound settings through the Zoom menu. Select the carrot next to the microphone icon to open your audio settings in Zoom:



2. **Go Pro. Use a Microphone or Headset.** Use a headset/microphone during the meeting to lessen the chance of an echo and eliminate background noise.

3. **Maximum volume does not equal maximum meeting success.** Set your microphone volume to a level where you can be heard, but not so high that participants can hear a pin drop in your office! Keeping the volume at a moderate level will help eliminate background noise.