ZOOM AUDIO BEST PRACTICES

Use a headset microphone whenever possible.
Remember—CeLT offers free check-out of audiovisual equipment, including headsets, to language instructors! Simply stop by our office or contact us for more information.

"What about my Airpods or phone earbuds with in-cable microphone? Can't I just use them?"
Audio quality and amount of background noise will vary depending on what type of audio device you use. A headset with a microphone that comes physically closer to your mouth is generally better at rejecting unwanted noise, but nearly any external earphone/microphone combo will be an improvement over using your computer's built-in speakers and microphone.

Test audio settings before your meeting begins when possible.
You can visit http://zoom.us/test to do so.

Begin your meeting by going over "housekeeping" info.
Make sure all participants understand expectations for who will be in charge of muting/unmuting microphones (either the host will take responsibility for muting everyone or may ask participants to take individual responsibility), what the expectations for interacting are (primarily voice, via the chat box, etc.), and other information.

Mute yourself whenever you need to make noise (coughing, moving papers, etc.) or will not be speaking for an extended time.
It is always a good idea to mute your microphone if you know you won't be using it for a while.

Can't hear others?
Make sure your device's audio playback is turned up. If you are using a mobile device, make sure you don't have the device set to "silent" mode.

Others can't hear you?
Ensure you have joined with audio. At the bottom of the window, click the "Join Audio" button. If you have already enabled your audio, the mute/unmute button will be visible instead.

Additionally, you may need to make sure that Zoom has permission to use your devices microphone. To check these settings:
- iOS: Go to Settings > Privacy > Microphone and switch on the toggle for Zoom
- Android: Go to Settings > Apps & notifications > App permissions > Microphone and switch on the toggle for Zoom

Hearing lots of background noise or rustling?
Check and adjust your microphone position! Make sure your hair and clothing are not rubbing against the microphone—you might not hear it, but others in the meeting might! The first step to troubleshooting microphone noise is always to try adjusting the physical location of your microphone.

Hearing lots of breathing noises?
Try moving the microphone down closer to your chin, rather than directly in front of your mouth.

Hearing an echo/feedback?
Make sure your speakers and microphone are not too close together, and ensure that there are not multiple participants in the same physical room playing audio through their speakers.

Can't figure out where the echo/feedback is coming from?
Mute everyone (the host can do this) and then have participants unmute their audio one by one (do not re-mute anyone) until you discover the source.

Want to screenshare a video, but others can't hear it?
Remember to always check the "share computer sound" setting in the screensharing window (the options that appear when you first click "share screen") if you need others in the meeting to hear audio from your computer.

HELPFUL LINKS

Zoom Help Center
Audio Settings Menu https://support.zoom.us/hc/en-us/articles/201362623-About-Settings
Host Controls Options https://support.zoom.us/hc/en-us/articles/201362603-Who-Is-The-Host-Of-The-Meeting-

IU Knowledge Base
General tips for device audio and video troubleshooting
https://servicenow.iu.edu/kb?id=kb_article_view&sysparm_article=KB0025182

Adjusting Zoom settings in standard meetings
https://servicenow.iu.edu/kb?id=kb_article_view&sysparm_article=KB0025074

Improving and troubleshooting your Zoom experience
https://servicenow.iu.edu/kb?id=kb_article_view&sysparm_article=KB0025105