FINDING SOLUTIONS TO THE MOST COMMON AUDIO PROBLEMS

Reminder

Before running or participating in a virtual class, choose a quiet space, avoiding background noise such as ventilation, music, etc.

For improved ease of use, we recommend you use an audio headset with microphone. If you don't have one, you can use the loudspeaker and microphone in your computer.

If there are two of you in the same room participating in the same virtual class, one of you will need to use a headset in order to prevent feedback and echo.

1 - The students can't hear me 1

2 - I can't hear the students 2

3 - Problems with audio feedback and echo 3

4 - Check the audio settings in Zoom 3

4.1 - Find the audio settings 3

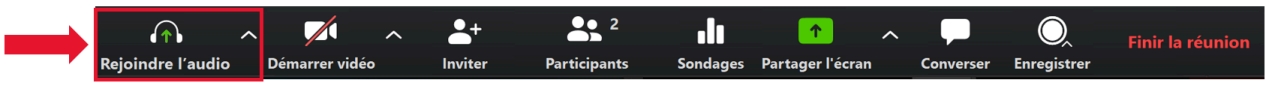
4.2 - Test and adjust the loudspeaker/headset audio 4

4.3 - Test and adjust your microphone 4

1 - The students can't hear me

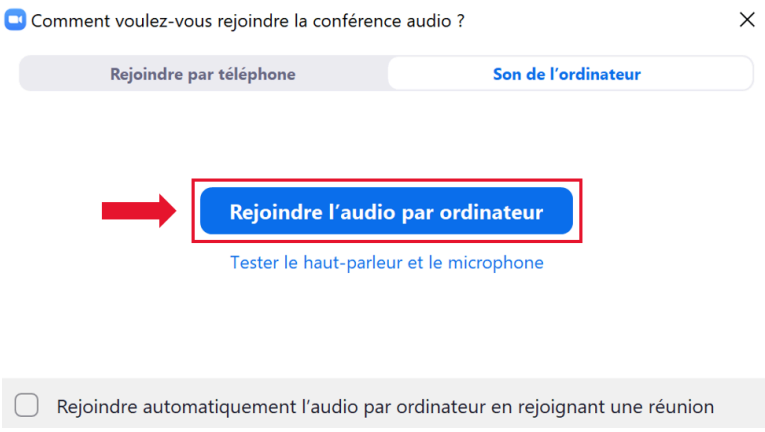
Example n°1: check the setting "Join with computer audio"

- Check that the function "**Join with computer audio**" is activated. If the computer audio is not activated, the button on the far left of the toolbar shows "Join audio". Click on this button:



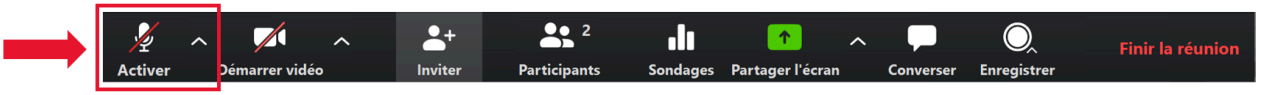
This work is provided under the Attribution 2.0 Generic license. For a copy of this license, please visit http://creativecommons.org/licenses/by/2.0/ or write to Creative Commons, PO Box 1866, Mountain View, CA 94042, USA.

- Then click on “**Join with computer audio**”:

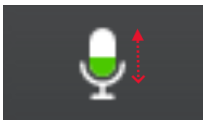


Example n°2: Check that your microphone is activated

- If your microphone is not activated, the button on the far left of the toolbar shows “Activate / Unmute”. Click on it to turn on your microphone:



- If your microphone is working, the corresponding pictogram should react when you speak:



2 - I can’t hear the students

Check that your loudspeaker is working by referring to chapter “4.2 Test and adjust loudspeaker audio” at the end of this guide.

Check that you have activated the students’ microphones by referring to the guide ZOOM_Tutorial_3_Managing participants’ microphones.docx

3 - Problems with audio feedback and echo

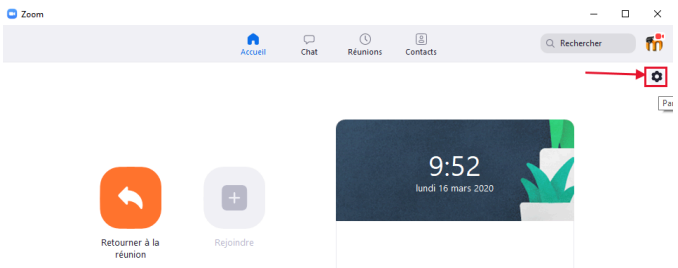
- **Feedback effect**: you may hear a loud whistle when an audio loop is created between a microphone and a loudspeaker. This can occur for example when two participants are situated in the same room with two different computers. The problem can be resolved by using a headset with microphone.
- **Echo**: you may hear an annoying reverberation when two participants are situated in the same room with two different computers or when too many microphones are open at the same time. In the first instance, the problem can be resolved by using a headset with microphone; in the second, begin by turning off the participants' microphones one by one. See the guide: ZOOM_Tutorial_3_Managing participants' microphones.docx

4 - Check the audio settings in Zoom

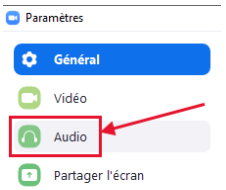
To deal from the outset with any possible audio problems, the application proposes a user-friendly interface for checking the settings, which will enable you to avoid the majority of problems you might encounter.

4.1 - Find the audio settings

- To find the audio settings, click on the button "Settings" on the homepage of the Zoom Meetings application:



- Then click on the category "Audio":

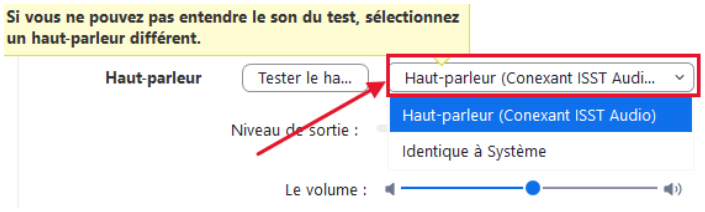


4.2 - Test and adjust the sound of the loudspeaker/headset

- Click on "**Test the loudspeaker**", you should hear a musical jingle which will allow you to adjust the **volume**,



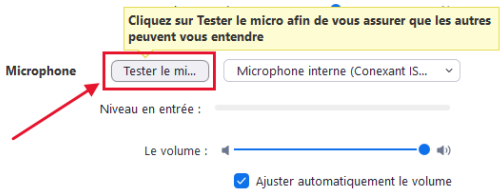
- **If you don't hear anything,** it may be that there are several audio peripheral devices installed on your computer, particularly if you use a headset with a USB plug. In this case, vou can select the right audio peripheral by clicking on "Loudspeaker" and repeating the previous step to test it,



- Despite this, if you still can't hear any sound, unplug all the audio peripheral devices (e.g. headset) from your computer and try to play the jingle directly through the loudspeaker of your computer, to identify the source of the problem. It is also possible that anomalies may arise if you are using several video-conference applications at the same time.
- You can also consult the online help "Résoudre les problèmes de son dans Windows 10" or the Guide de l'utilisateur de Configuration audio for Apple.

4.3 - Test and adjust your microphone

- Click on "**Test the microphone**":



- Speak into the microphone, you should be able to see the "**Input level**" bar move. The Zoom application will audio record for a few seconds and then play it back immediately, so you can check for voice clarity. If you hear a lot of interference, speak closer to your microphone and keep any unwanted noise at a distance.



- **If the sound bar does not move,** it may be that several peripheral audio devices are connected to your computer, particularly if you use a microphone with a USB connection. If so, you can select the right audio device by clicking on "Internal microphone" and repeating the previous step to test it.



- If despite this you still see no movement in the input level indicator, unplug all the peripheral audio devices from your computer and try to use the internal computer microphone in order to identify the source of the problem. It is also possible that anomalies may arise if you are using several video-conference applications at the same time.
- You can also consult the online help "Résoudre les problèmes de son dans Windows 10" ot the Guide de l'utilisateur de Configuration audio for Apple.