## Zoom Best Practices

**Ensuring good audio quality when using your computer or phone in Zoom**

### Using Your Computer or Mobile App

- For best audio quality, use the built-in audio on your computer or use the Zoom application on your mobile device.

**Note:** Download the Zoom application from the Google Play Store or iTunes. Information about configuring your mobile device can be found at the Zoom website.

- Always use your local desktop to launch Zoom. Running Zoom within an RDP remote desktop session will result in poor quality audio, video and screen sharing resolution.

- Mute yourself when you are not speaking. This may be awkward at first, but it should help clear up the audio channel considerably.

- Whenever you use a conference room, arrive a few minutes early and confirm that the correct audio settings are enabled.

### To Test Computer Audio Before a Meeting

1. Open the Zoom desktop application, and click **Settings**. The Settings Window opens.

2. Click **Audio**.

### Using Your Telephone

- When using a telephone, make sure no other speakers or microphone are enabled.

- Do not use a telephone in any conference room which has a built in speaker and microphone. Look for the Zoom stoplight sign to see whether speakers and microphone are available in that particular room.

- If calling from your desk, make sure that your computer and monitor audio is muted.

- When calling in by telephone, help the meeting host manage participants by pairing your computer presence with your telephone presence.

### To Pair your Computer and Telephone

1. Open the meeting on your computer. An audio window opens. Click **Phone Call**.

2. For best audio quality, dial the second call-in number shown (646-558-8656).

3. At the prompt, enter the Meeting ID.

4. At the second prompt, enter your Participant ID.

**Note:** If you forget to pair your computer and phone when you first log in, you can do it at any time during the meeting by dialing #Participant ID#. For example, if your Participant ID is 16, dial #16#.