

Zoom Best Practices

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

Using Your Computer or Mobile App

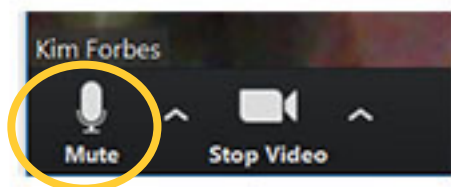
- For best audio quality, use the built-in audio on your computer or use the Zoom application on your mobile device.

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.



Mute button on a mobile device.



Mute button on Zoom Desktop Application

- 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.

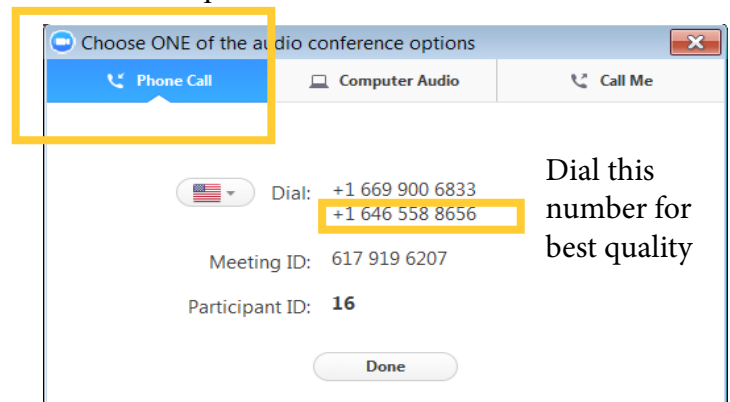
2. Click . The Audio settings window opens.

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#.