

## Tips for using Zoom

If this is your first time using Zoom, **join a test meeting** so you can get familiar with it:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

Make sure everyone is using the same version of Zoom. <https://zoom.us/download>

You will have the **best audio** with a headset that has an attached microphone.

You will have the **worst audio** with a laptop computer that has a built-in microphone and speakers.

You will have **atrocious audio** if two or more people are in the same room connected to the same Zoom. If that's the case, it's best to share one computer.

How to join and test audio and video:

[https://www.youtube.com/embed/HqncX7RE0wM?rel=0&autoplay=1&cc\\_load\\_policy=1](https://www.youtube.com/embed/HqncX7RE0wM?rel=0&autoplay=1&cc_load_policy=1)

## Troubleshooting

If a participant is having problems such as audio cutting in and out or video lagging, the problem is likely their internet connection.

<https://support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues>

## Audio Echo

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back.

To determine which participant is the issue:

- Host can mute the attendee one at a time
- Host can mute all, and unmute one at a time
- Attendee can mute him/herself
- The source of echo can also be from:
  - Speakers (such as TV or soundbar) that are too loud
  - Echo cancellation has failed (device or performance issue)
  - A bad microphone

Causes of audio echo:

- A participant has both the computer and telephone audio active  
Fix: Leave the computer audio
- Participants with computer or telephones speakers that are too close to each other  
Fix: Leave the audio from one of the computers or hang up one of the phones
- Multiple computers with active audio in the same conference room  
Fix: If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.

To leave the computer audio: Click up arrow next to microphone icon at lower left of screen