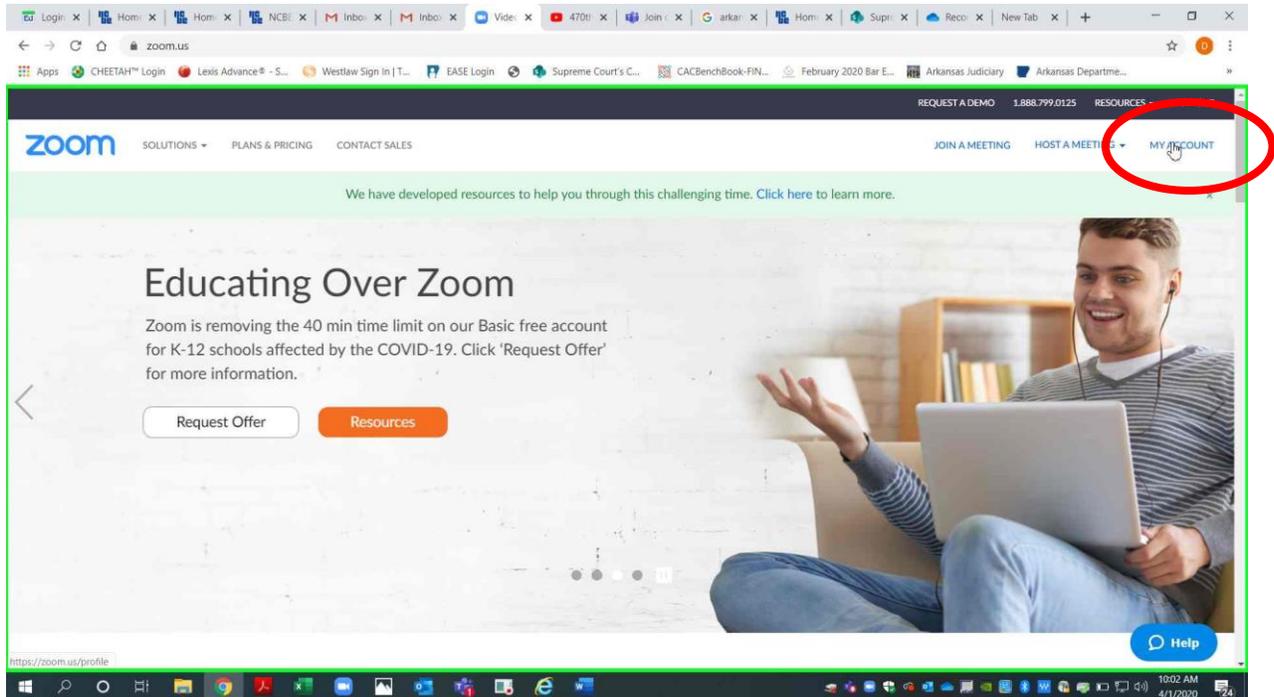# Preventing and Fixing Audio Issues in Zoom

Some users have had difficulty with audio in Zoom. This guide presents best practices to ensure audio access. Start by going to zoom.us. Log in with your credentials. If you are already logged in, choose "My Account" or click the person icon at the top right.
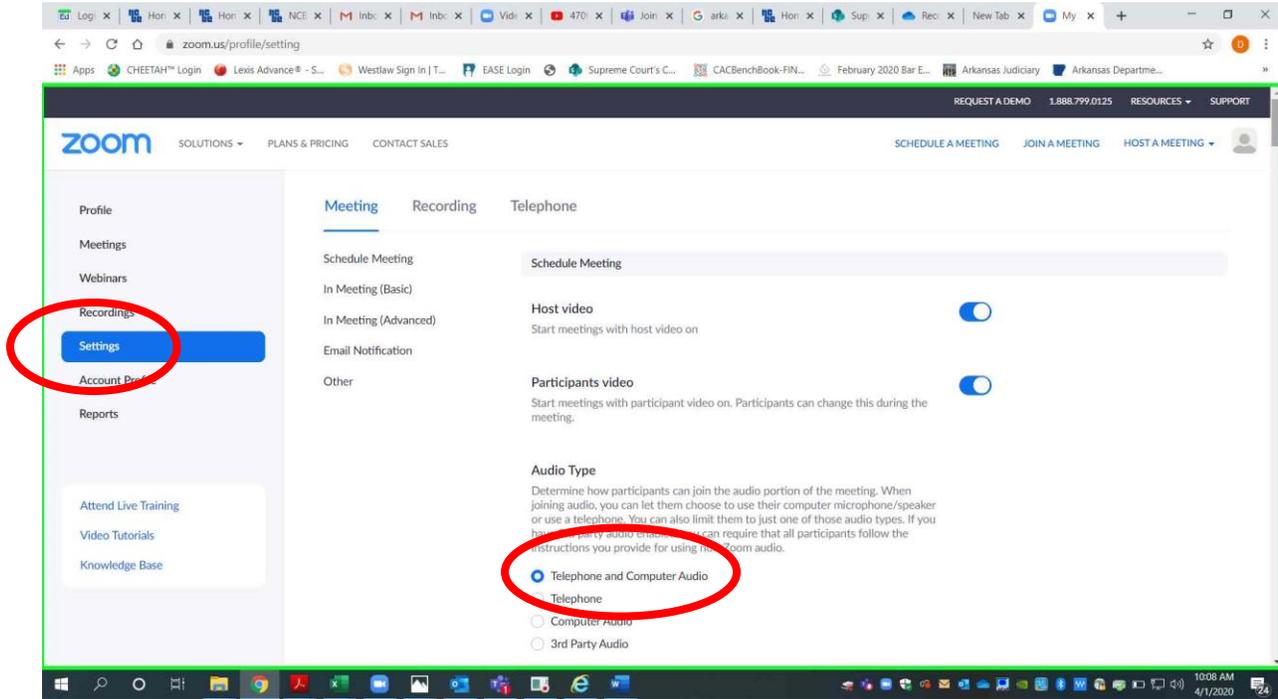
Please contact me with questions or for additional assistance.
derek.henderson@arcourts.gov
501-682-6803 or 910-389-1362 if phones are busy.

Preventing and Fixing Audio Issues in Zoom

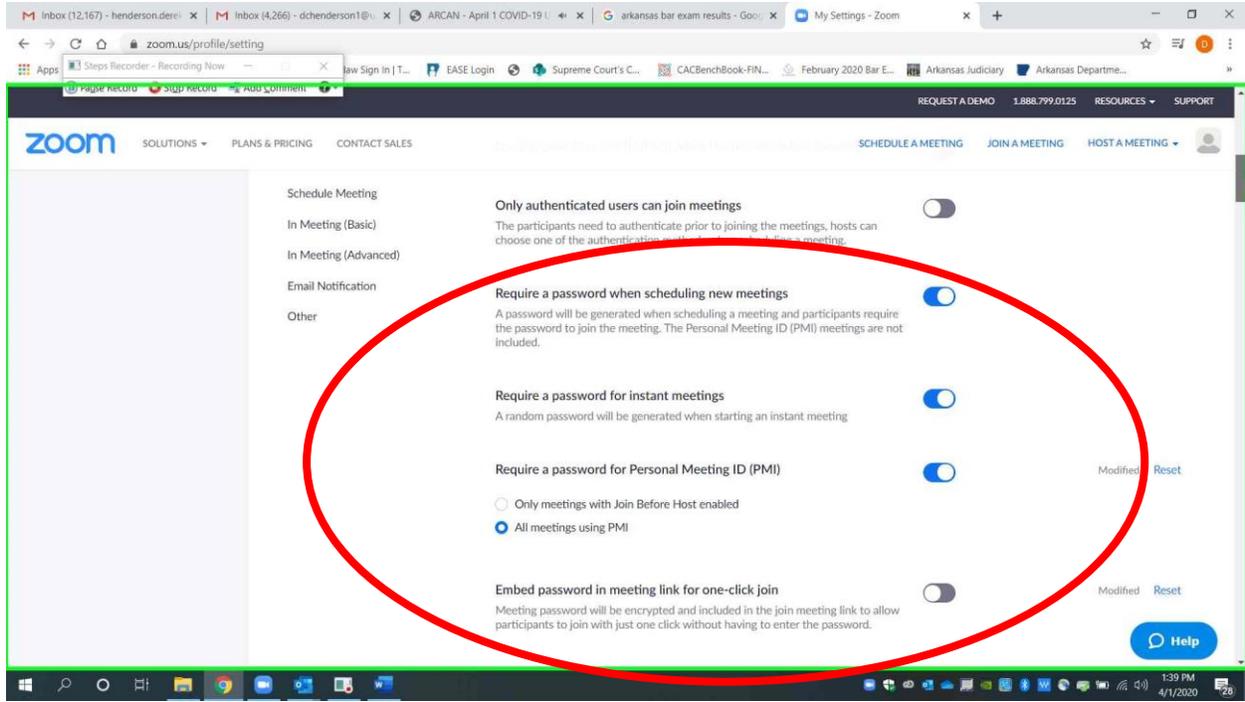## Choose "Settings." Make sure that "Telephone and Computer Audio" is selected.

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Scroll down, and make sure that all password settings are on except for "Embed password in meeting link for one-click join." Settings should appear as below.
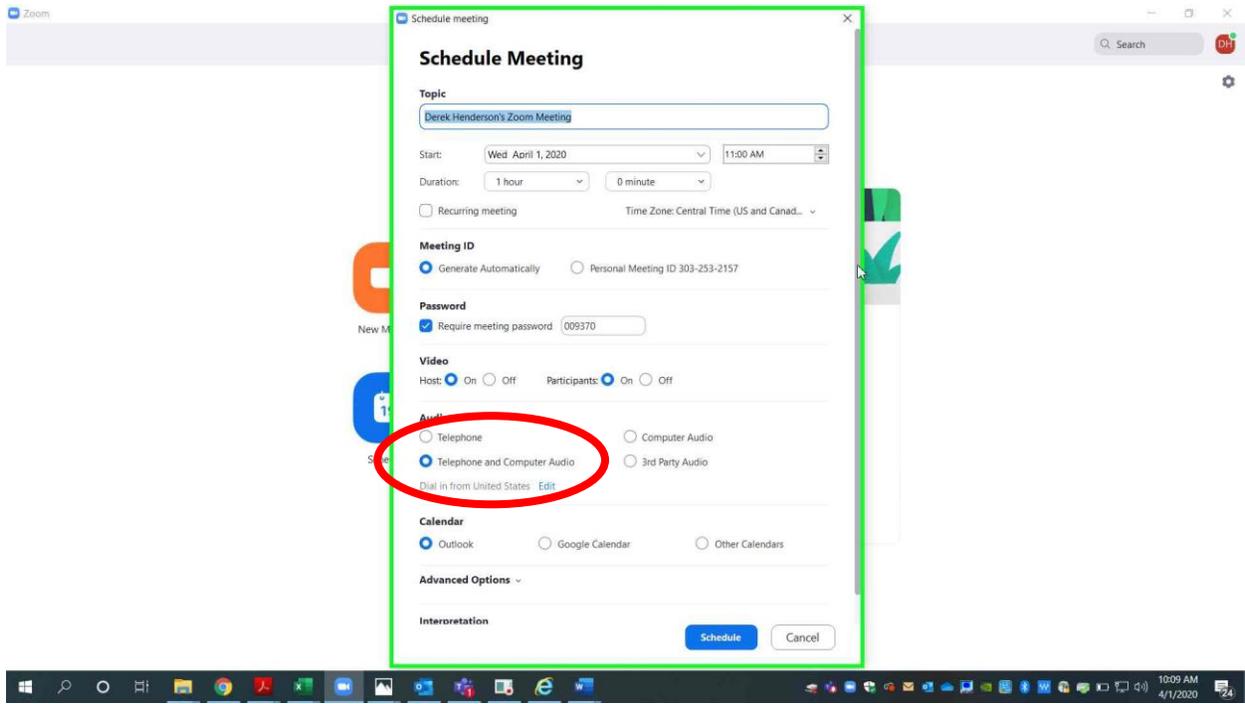
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In the Zoom app, create an invitation by choosing "Schedule." Choose "Generate Automatically," "Require meeting password," and "Telephone and Computer Audio."
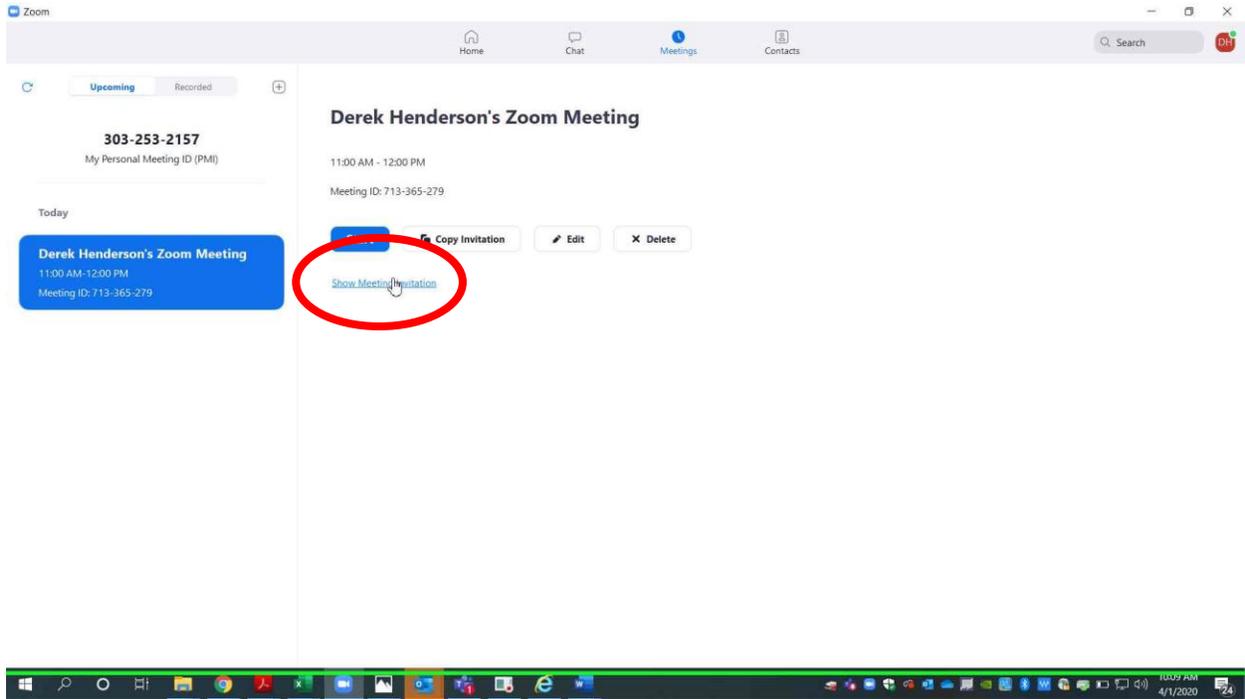
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Preventing and Fixing Audio Issues in Zoom

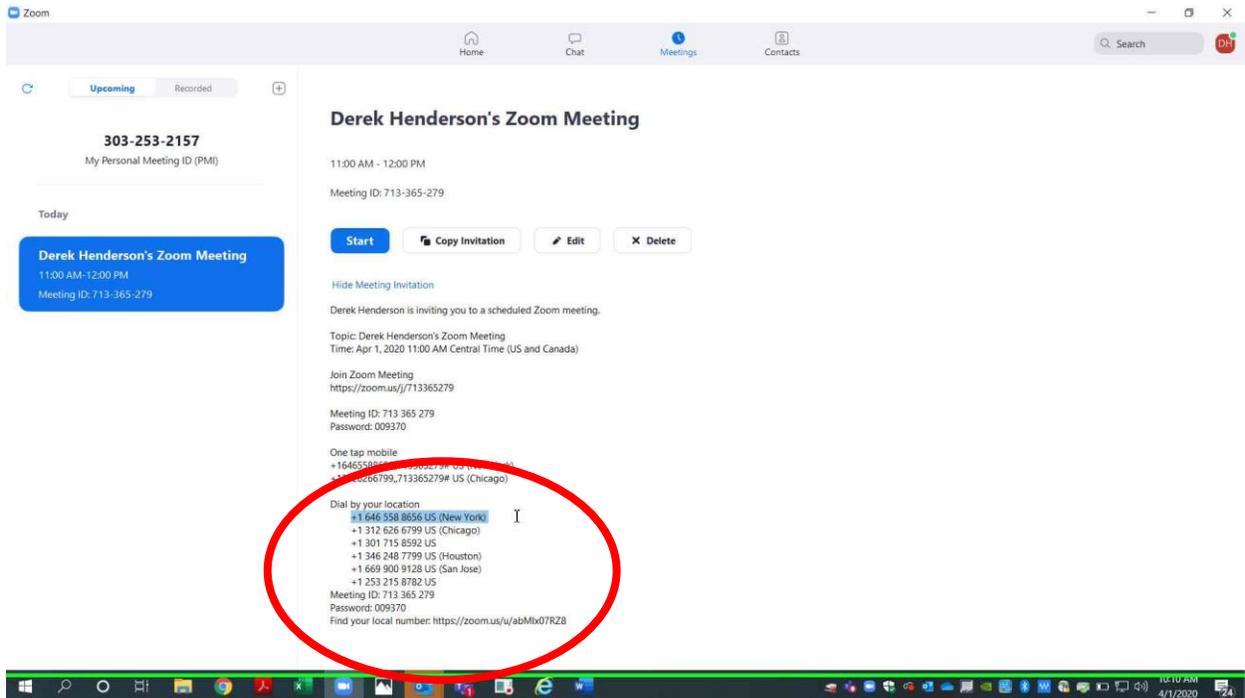**Access the invitation, including the phone numbers, using "Meetings" and then "Show Meeting Invitation."**

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You can use any of the phone numbers listed. The meeting ID and password are near the bottom. The one tap numbers will work if you access the information on a smart phone, but you will still need the password. If you choose Outlook or another calendar when you schedule, this information will also show in that invitation.

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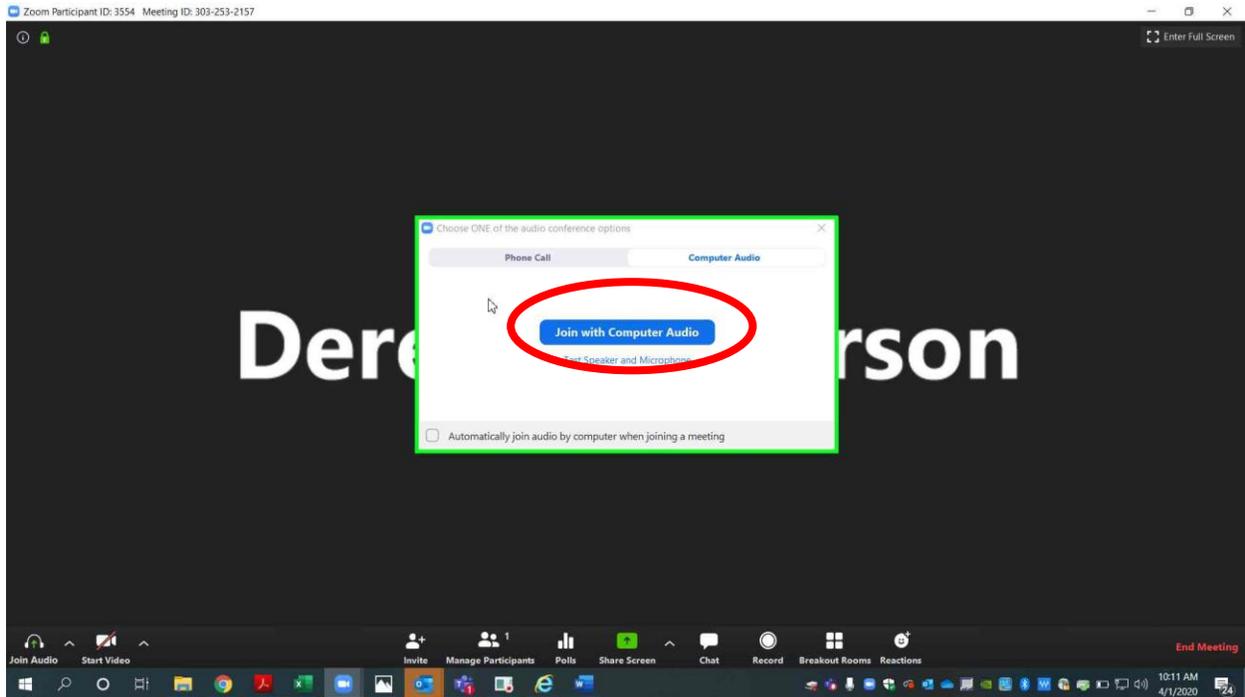**When you are in a call on the Zoom app, you will usually start by choosing "Join with Computer Audio."**

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As an alternative to computer audio, click the tab for "Phone Call" and dial in using the information displayed. Meeting ID and password are included on this. Phone audio should be used when computer audio is not working properly. You can still use the computer for video. The host will have to admit all phone calls through the waiting room just as with video calls.
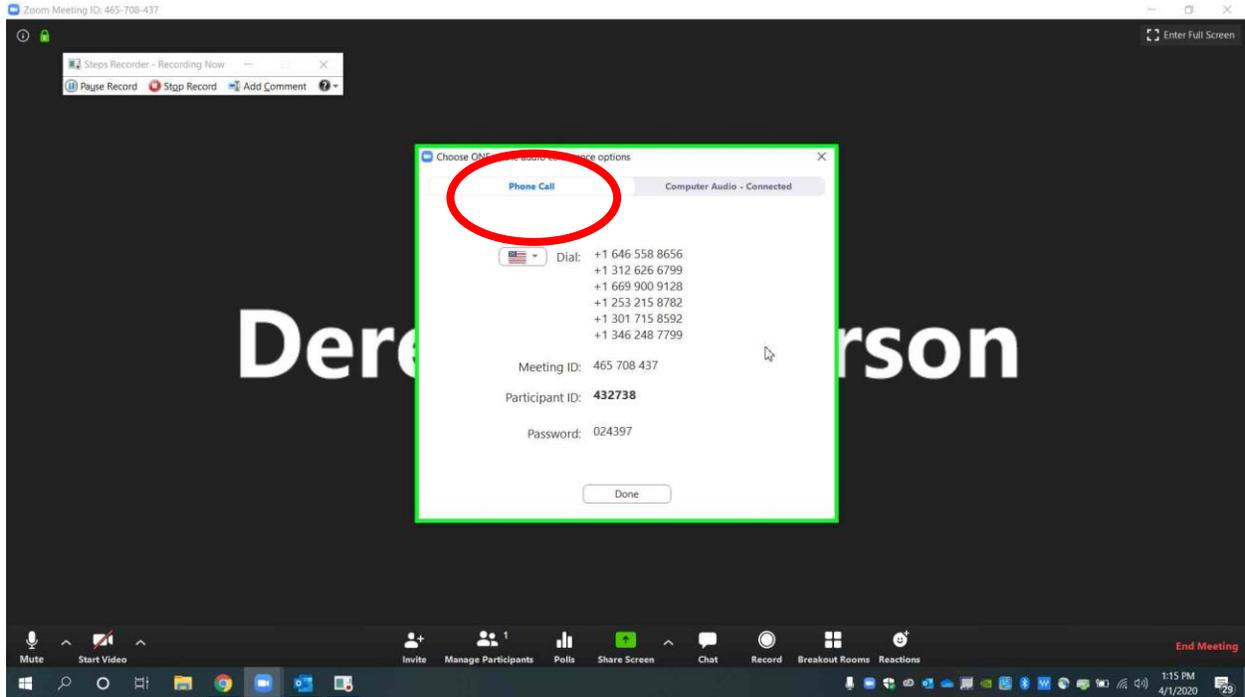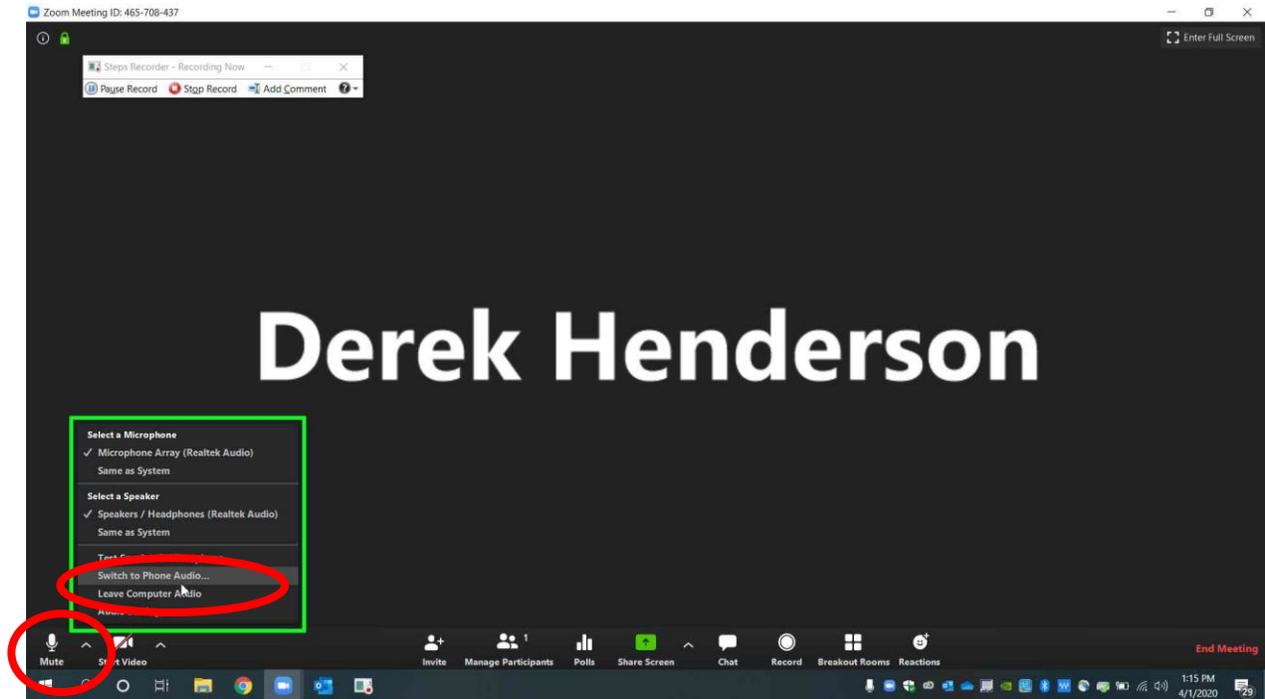
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During the call, you can change the audio input by clicking the up arrow next to the audio button at the bottom left (the button says "Mute" while computer audio is in use, and it says "Join Audio" when computer audio is not in use). To switch to phone, choose "Switch to Phone Audio" to display the phone number with meeting ID and password, then choose "Leave Computer Audio." If there are multiple devices in the same room, some may need to disconnect audio to prevent feedback.

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