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.



Page 1 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 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.

		REQUE	ST A DEMO 1.888.799.0125	RESOURCES + S
	PLANS & PRICING CONTACT SALES	SCHEDULE A MEETI	NG JOIN A MEETING	HOST A MEETING +
Profile	Meeting Recording	Telephone		
Meetings	Schedule Meeting	Charles Martin		
Webinars	In Meeting (Bosic)	Schedule Meeting		
Recordings	In Meeting (basic)	Host video)	
Cottinge	In Meeting (Advanced)	Start meetings with host video on	C	
Settings	Email Notification			
Account Prof	Other	Participants video		
Reports		start meetings with participant video on. Participants can change this during the meeting.		
		Audio Type		
Attend Live Training		Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker		
Video Tutorials		or use a telephone. You can also limit them to just one of those audio types. If you have a set of the second		
Video Intoliais		instructions you provide for using not Zoom audio.		
Knowledge base		Telephone and Computer Audio		
		Telephone		
		Computer Audio		

Page 2 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy.

Preventing and Fixing Audio Issues in Zoom

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.

M Inbox (12,167) - henderson.dere) 🗙 M Inbox (4,266) - dchenderson1@ 🗴 🛛 🔕 ARCAN -	April 1 COVID-19 🤄 🏘 🗙 📔 Ġ arkansas bar exam results - Goo 🗴 🧧 My Settings - Zoom	× +	- 🗆 ×
← → C △ 🔒 zoom.us/profile/setting			☆ 🗊 📵 :
🔛 Apps 🔳 Steps Recorder - Recording Now — 👘 🗡 Jaw Sign In T 💽 EASE	Login 🔇 🤹 Supreme Court's C 🧱 CACBenchBook-FIN 🕘 February 2020 Bar E	🗰 Arkansas Judiciary 🏾 🕎 Arkansas D	epartme »
🕕 Pagse Kecolo 🗳 Stūp Kecolo 📲 Ado Colliment 🕘 -		DEOLICET & DEMO. 1 000 200 0125	
		REQUEST A DEMO 1.886.797.0125	RESOURCES - SUPPORT
ZOOM SOLUTIONS - PLANS & PRICING CONTACT SALES	SCHEDULE	A MEETING JOIN A MEETING	HOST A MEETING -
Schedule Meeting		-	
In Meeting (Basic)	Only authenticated users can join meetings		
in Miccong (Date)	choose one of the authentication restliced and and a balance building a meeting.		
In Meeting (Advanced)			
Email Notification	Require a password when scheduling new meetings		
Other	A password will be generated when scheduling a meeting and participants require		
	the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.		
	Paquire a parsword for instant meetings		
	A random password will be generated when starting an instant meeting		
	The second resources the second s		
		-	
	Require a password for Personal Meeting ID (PMI)		Modified Reset
	 Only meetings with Join Before Host enabled 		
	O All meetings using PMI		
	Parked and a start the Park Annual Park 1.1	~	
	Embed password in meeting link for one-click Join		Modified Reset
	participants to join with just one click without having to enter the password.		
			D Help
			139 PM
	🗏 🕄 d	u di 📼 🛅 di 🔝 🗿 🖷 🗞 🖷	4/1/2020 28

Page 3 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. In the Zoom app, create an invitation by choosing "Schedule." Choose "Generate Automatically," "Require meeting password," and "Telephone and Computer Audio."

C Zoom	Schedule meeting X	- a ×
	Schodule Meeting	Q Search
	Schedule Meeting	•
	Торіс	0
	Derek Henderson's Zoom Meeting	
	Start: (Wed April 1, 2020 V) 11:00 AM	
	Duration: 1 hour	
	Recurring meeting Time Zone: Central Time (US and Canad >	
_	Meeting ID	
	Generate Automatically Personal Meeting ID 303-253-2157	
	Password	
New	M Require meeting password 009370	
	Video	
	Audi	
s	O Telephone and Computer Audio O 3rd Party Audio	
	Dial in from United States Edit	
	Calendar	
	O Outlook O Google Calendar O Other Calendars	
	Advanced Options ~	
	Interpretation	
	Schedule	
# 2 0 時 第 6 月 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	n 💶 👘 🖪 🖉 📲 🛛 🚓 👘 🖷 🖉	🗏 🛞 🚾 📾 📼 🎞 다)) 10:09 AM 🛃

Page 4 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. Access the invitation, including the phone numbers, using "Meetings" and then "Show Meeting Invitation."



Page 5 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. 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.



Page 6 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. When you are in a call on the Zoom app, you will usually start by choosing "Join with Computer Audio."



Page 7 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. 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.



Page 8 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy. 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.



Page 9 of 9 Please contact me with questions or for additional assistance. <u>derek.henderson@arcourts.gov</u> 501-682-6803 or 910-389-1362 if phones are busy.