

Zoom Help – Audio, Mic, & Camera

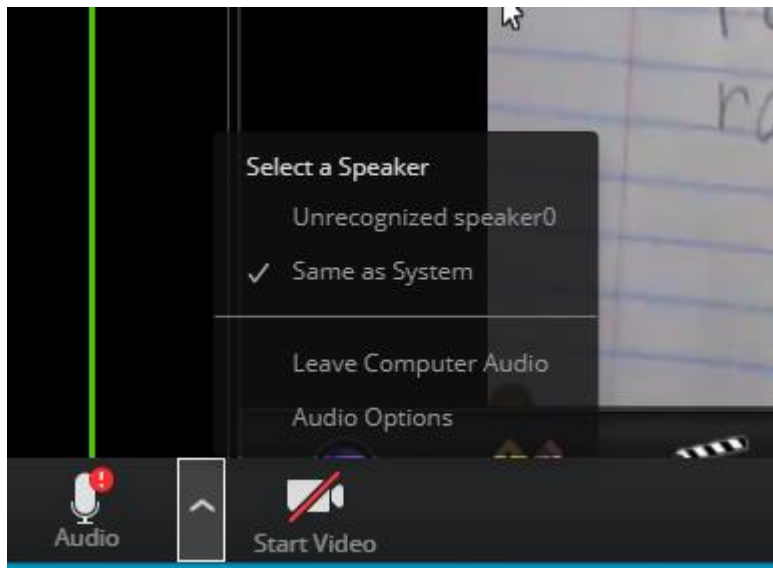
If you are unable to hear during a zoom meeting or talk to your class, the sound settings may need to be adjusted. You can select an audio device to hear, such as a speaker or headphones, and you can select a microphone.

There are up to three places to select devices; there are the devices the computer or iPad is using, there are the devices Zoom is using, and there are the devices your web browser is using (only needed if you are using a web browser to view a Zoom meeting instead of using the Zoom app...see the help guide for joining a Zoom Meeting for more info on this.)

Selecting Devices within Zoom

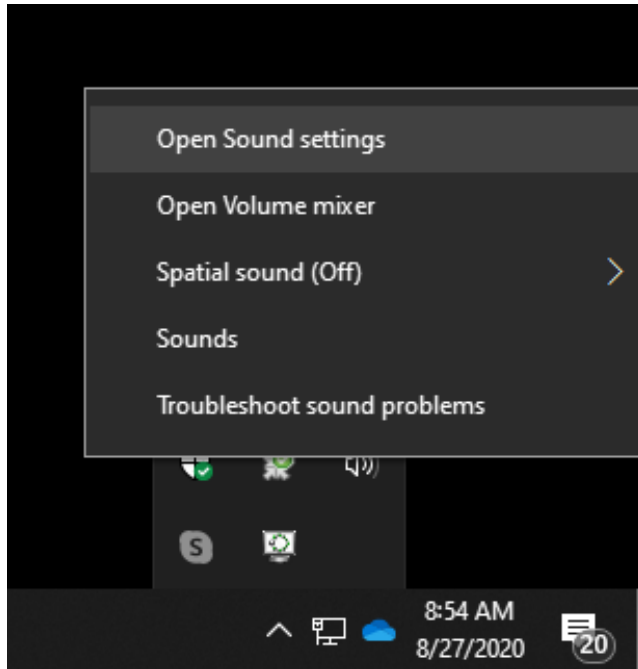
If you go to the Zoom Meeting options (if you don't see them, try moving the mouse around the screen in case they are hidden or click on the "3 dots" symbol in case the options bar has some of the settings hidden.

The window that opens will have an option to pick between audio devices. The options will be different depending on the device and what you have connected to it. The option "Same as System" will just pick the computer or tablet's default devices.

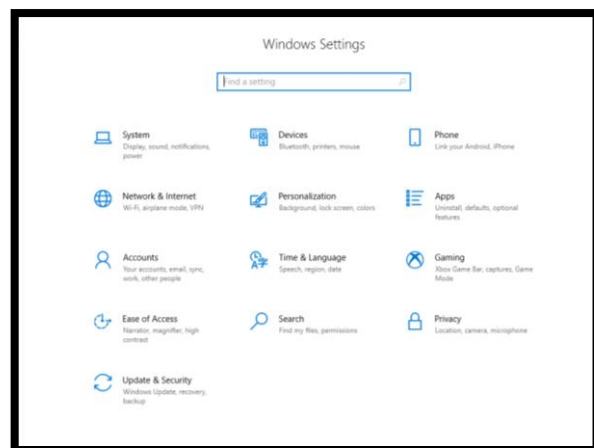
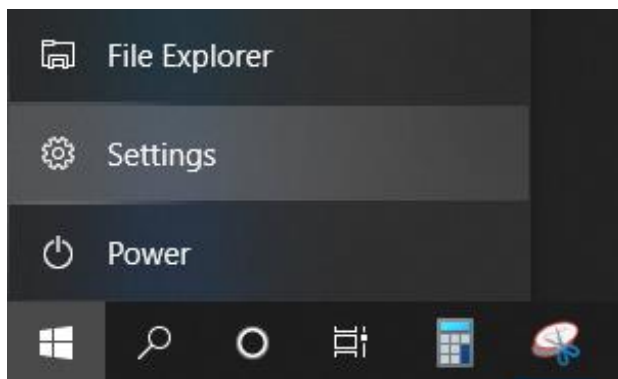


Selecting an Audio Device in Windows

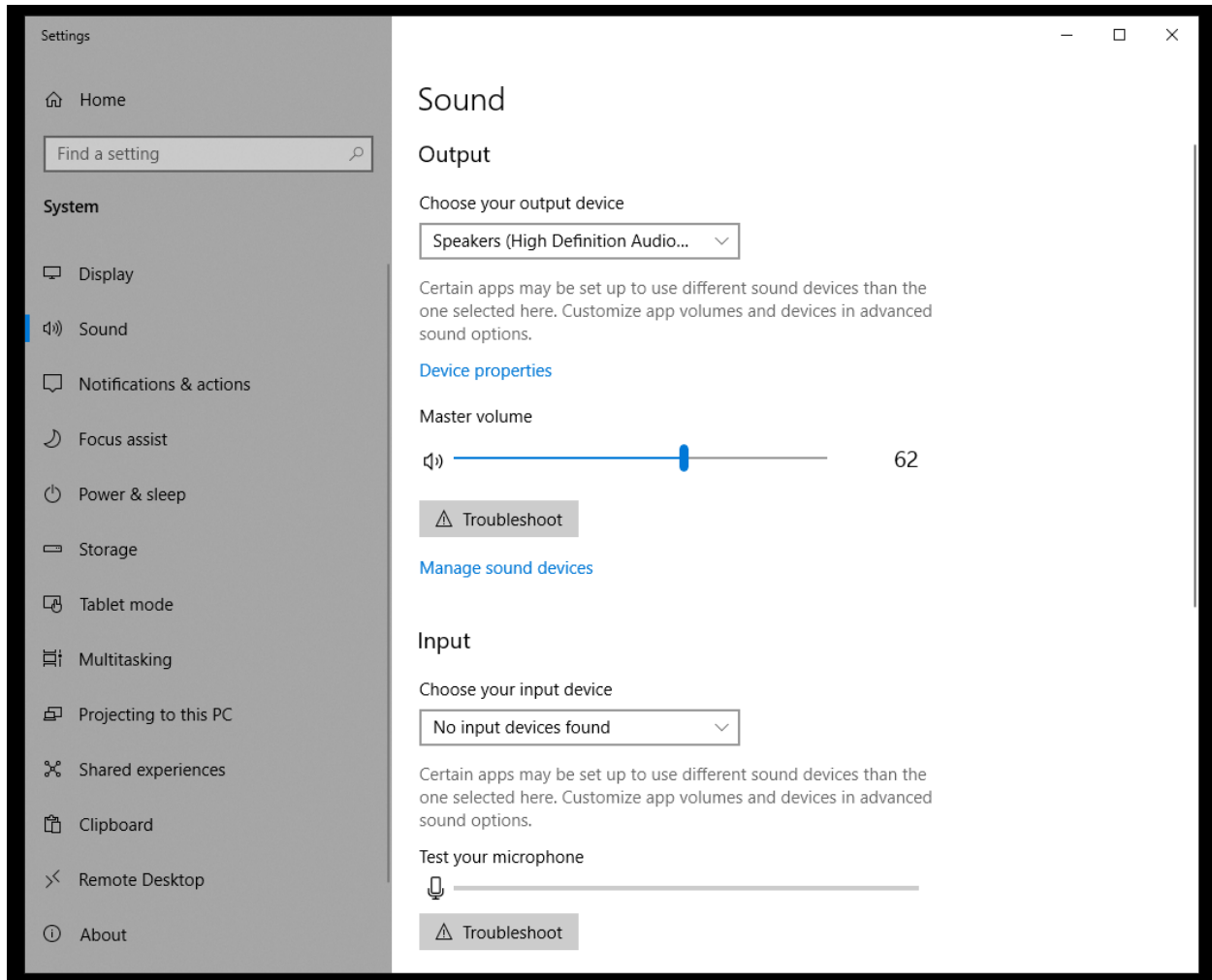
There are 2 easy ways to open the Sound Settings within Windows. The first is to right click the speaker icon in the lower right hand corner of the screen, next to the clock. If it is hidden, click on the “Up” arrow and then right click the speaker icon. Next, choose “Open Sound Settings.”



You can also click on the Windows button in the lower left hand corner of the screen. Next click on the gear to open settings. In the settings window, click on “System” and then choose “Sound.”

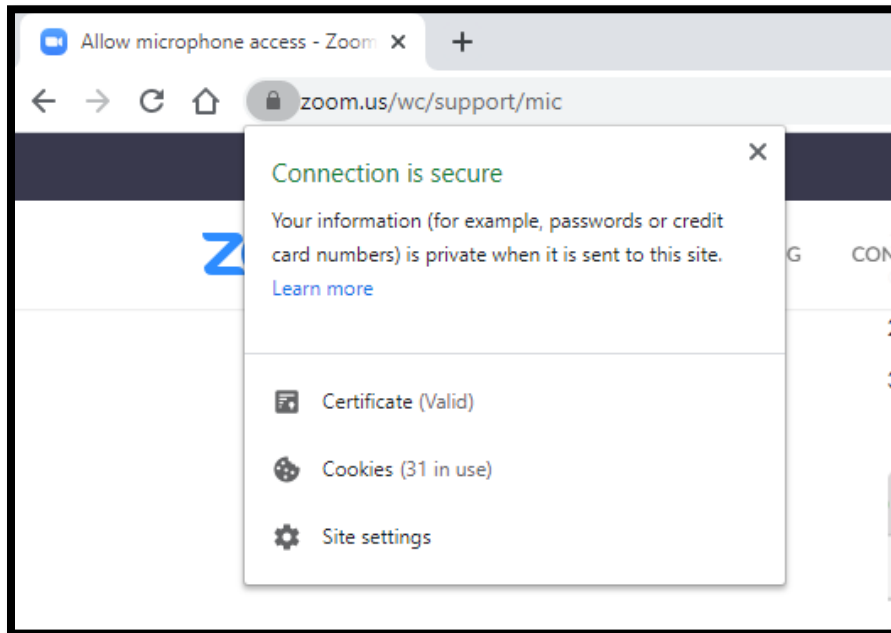


The “Sound” settings window will let you choose the audio output (the speakers) and the audio Input (the microphone). You can increase the volume from here and make sure the microphone is working.



Selecting devices in Google Chrome

If you are using a laptop then you will be opening Zoom within a web browser, which should be Google Chrome. Once on Zoom's website, click on the lock icon in the address bar, like in the picture below. You'll then choose "Site Settings."



The settings window that opens will show devices, such as the microphone. Next to "microphone" or "camera", you can choose to "Allow" Chrome to access the microphone and camera on this website.

