

Selecting Your Computer's Speaker/Microphone Options

Virtual Dance Room

Let Zoom Configure Your Computer Speaker/Microphone Options (not for devices – smart phones, tablets)

If you have multiple sound devices (speakers, headsets, microphones) connected to your computer, allow Zoom to run through the following procedure to configure your computer for sound. This procedure will allow you to select among different speakers and microphones.

While the notes for this procedure are rather long, running the procedure is quite simple and it may be intuitive so that you don't need to read the entire procedure.

1. Click the carat (^) next to the microphone icon (screen lower left)
2. From the menu that appears, Click "**Test Speaker and Microphone**"
 - a. This will run an interactive test for which you will make the your desired selections
NOTE: Speaker and microphone could be built into the computer, a headset (wired or wireless) or separate devices.

3. Testing Speakers

- a. When the "**Do you hear a ringtone?**" popup window appears
- b. If you hear a ringtone in the desired speaker, click "**Yes**" and go to step 4.
- c. If you don't hear a ringtone in the speaker, click "No" and the procedure attempts to find another speaker and goes back to step 3.
- d. If the procedure runs through all output speakers without your hearing a ringtone, you'll get the message "**We have tested all your speakers**". You might click the "**Test Again**" button in case you missed something (such as speakers muted, unplugged or volume at minimum).
- e. If you previously had sound output, there may be something wrong with your computer. If the problem is not serious, a reboot should resolve things.

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4. Testing Microphones

- a. When the **“Speak and pause, do you hear a replay?”** popup window appears
 - b. Speak into the desired microphone
 - c. If you hear what you spoke in that microphone, click **“Yes”** and go to step 5.
 - d. If you don't hear that you spoke, click **“No”** and the procedure attempts to find another microphone and goes back to step 3.
 - e. If the procedure runs through all microphones without your hearing what you spoke, you'll get the message **“We have tested all your microphones”**. You might click the **“Test Again”** button in case you missed something (such as microphones muted, unplugged or volume at minimum).
 - f. If you previously had sound input, there may be something wrong with your computer. If the problem is not serious, a reboot should resolve things.
5. If both tests were successful, a **“Speaker and Microphone looks good”** popup window will appear. Click the **“Join with Computer Audio”** button at the bottom of this popup
6. In most cases, executing these steps will configure Zoom with the correct sound input and output devices.
7. If you are unable to Join with Computer Audio you may join the audio portion of the Zoom session with a phone.

NOTE: You should have to run this procedure only once in a session – unless you are changing speakers or microphones.