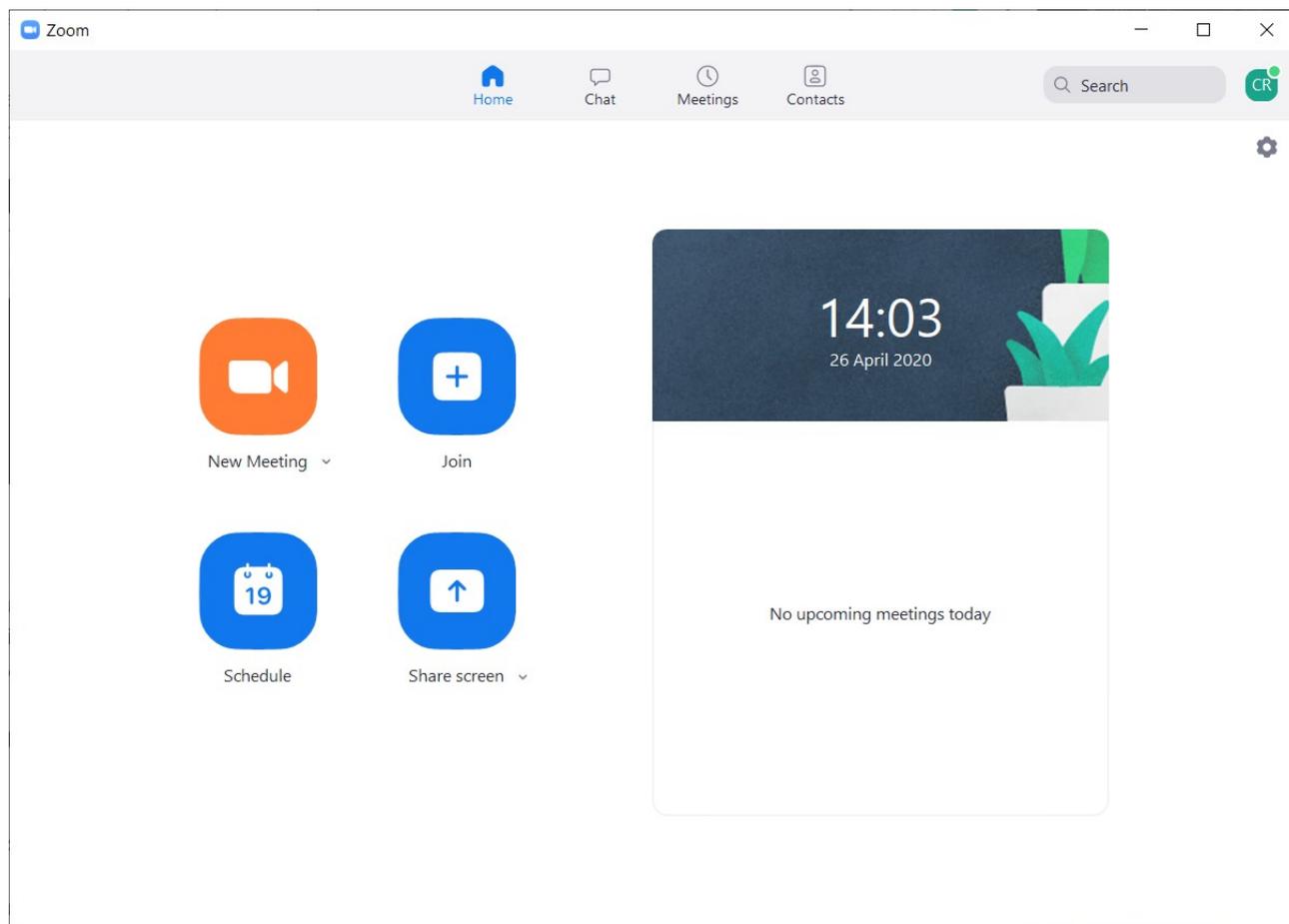


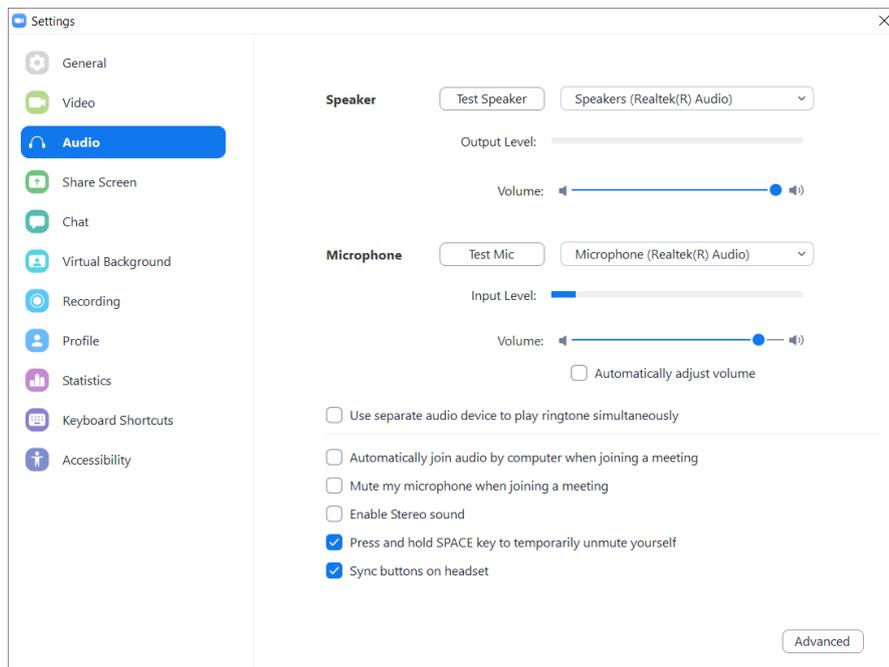
Many of you have probably become familiar with Zoom over the last month, even if you weren't already using it for some online work. Zoom has a certain flexibility, especially with regard to the audio settings, that make it more suitable for music lessons online than many other platforms. I would like to give an overview of how to make the audio as clear as possible using Zoom on the most common available platforms.

1. Windows – Many of you will be using Windows 7 or Windows 10 on a laptop. The Zoom client for Windows includes a few options that will help to make the audio much clearer and easier for music lessons. When I send out the invitation for the first Zoom lesson, if you don't already have the Zoom client, the link will take you to the webpage <https://zoom.us/> and will automatically download the Zoom client to start the meeting. I recommend, if you don't already have one, that you create a free Zoom account on the page beforehand. This does allow you to download and try out the app in advance.

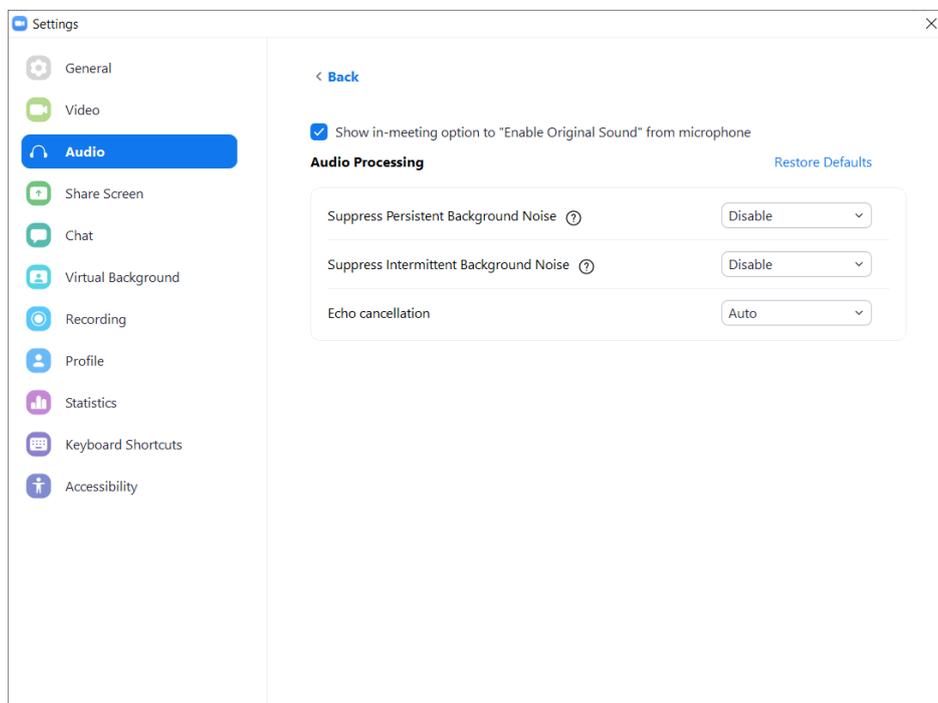
When you start the App, you will see a window like this.



To access the audio settings, click on the “cog” settings icon in the top right of the window. It will take you to the settings screen where you can select Audio. This will bring you to the following screen.

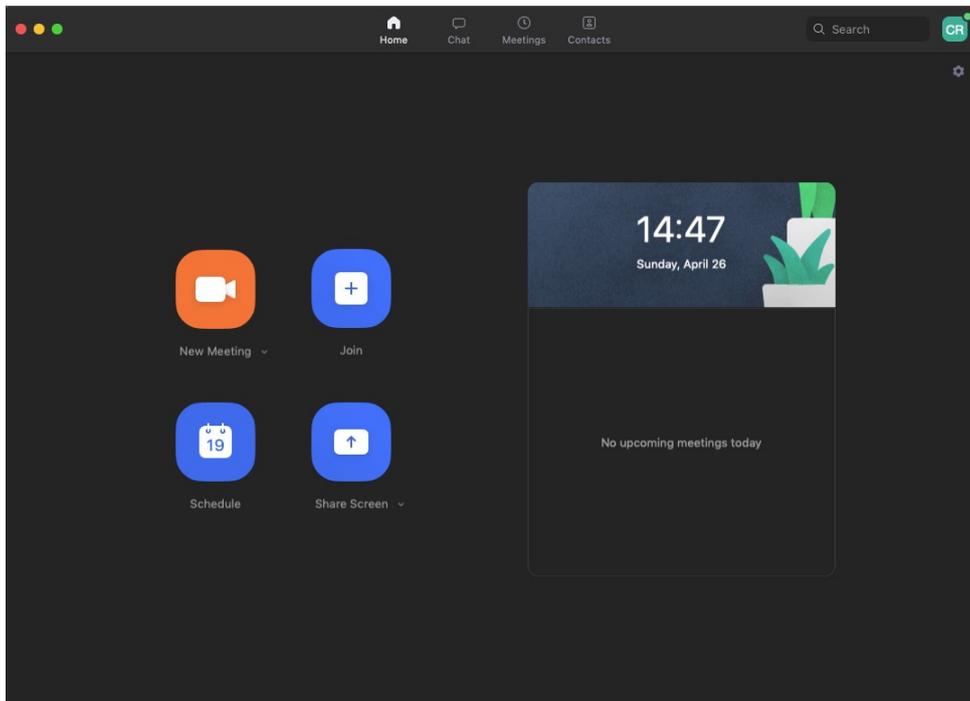


On this window, please ensure that the “Automatically adjust volume” underneath the Microphone selection is unchecked (as in the image above). Then click on the “Advanced” button in the bottom right of the window. It will take you to this screen.

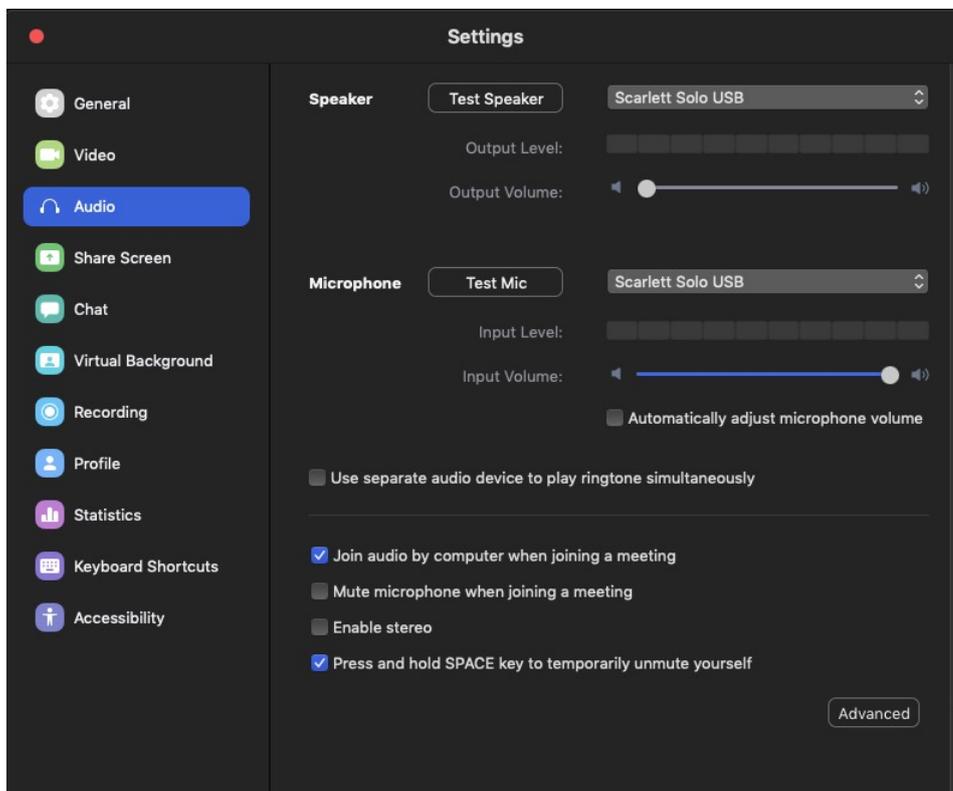


You should check the box that says “Show in-meeting option to ‘Enable Original Sound’ from microphone”, and then disable the two options for suppressing persistent and intermittent background noise – as shown in the image above. These options will go some way to creating a much better audio experience on Windows.

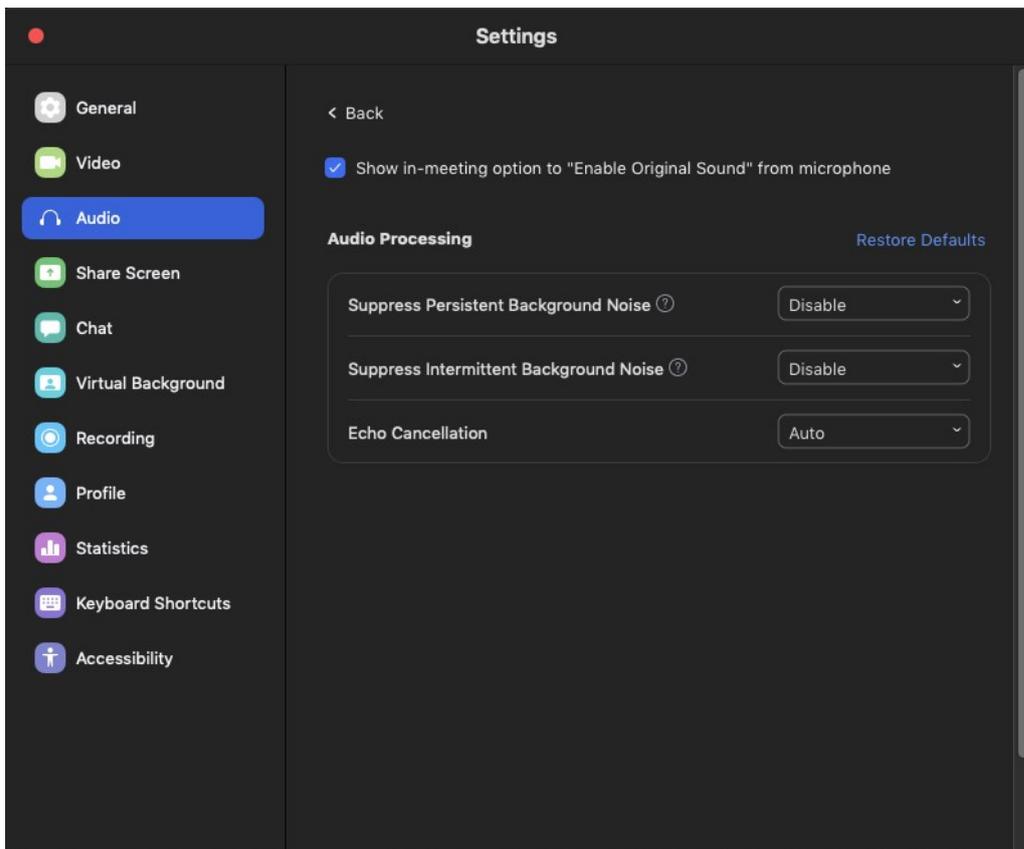
2. MacOS. The options when using a MacBook or other Apple computer are very similar to those described in Windows above. The equivalent screenshots are shown below.



Home screen (above)



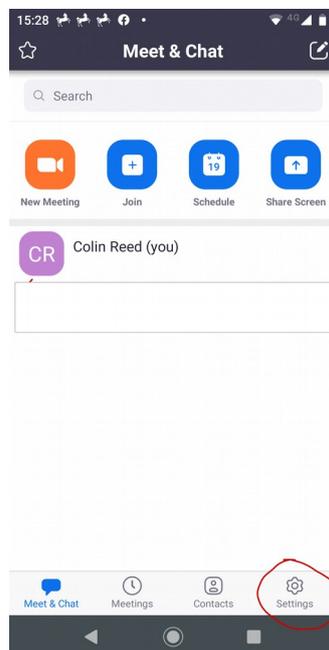
Audio settings (above)



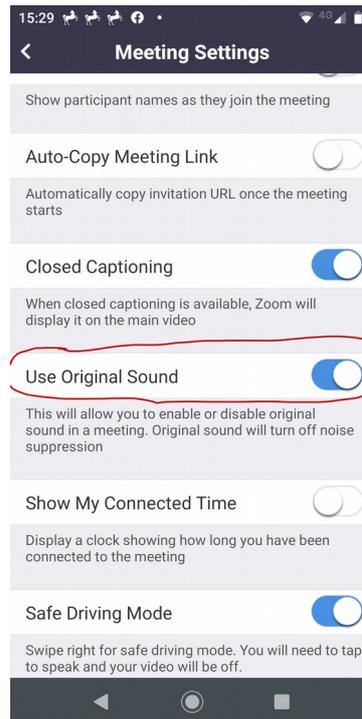
Advanced audio settings (above)

### 3. Android

Once the app is downloaded, there are few settings that can be changed in the Android version. However, there has been an addition of an option to use Original Sound, which should be a benefit. You can find this option by clicking on settings on your main Zoom screen.



If you then choose the “Meeting” option of settings, and scroll down to find “Use Original Sound.”

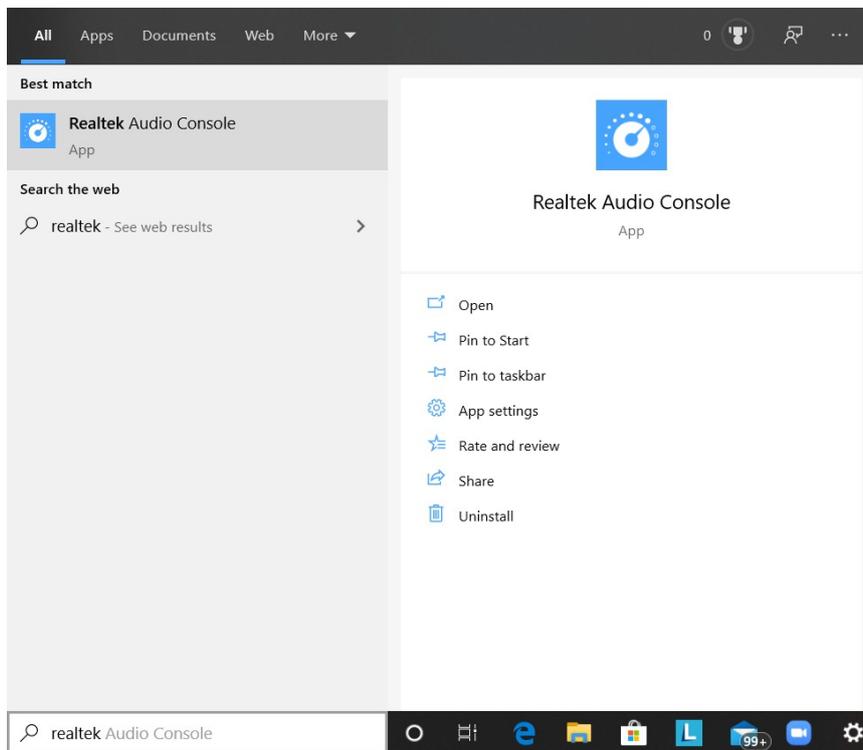


4. iOS. I do not have any available iOS device (iPad or iPhone) but I understand that the settings are very similar to those pictured above for Android.

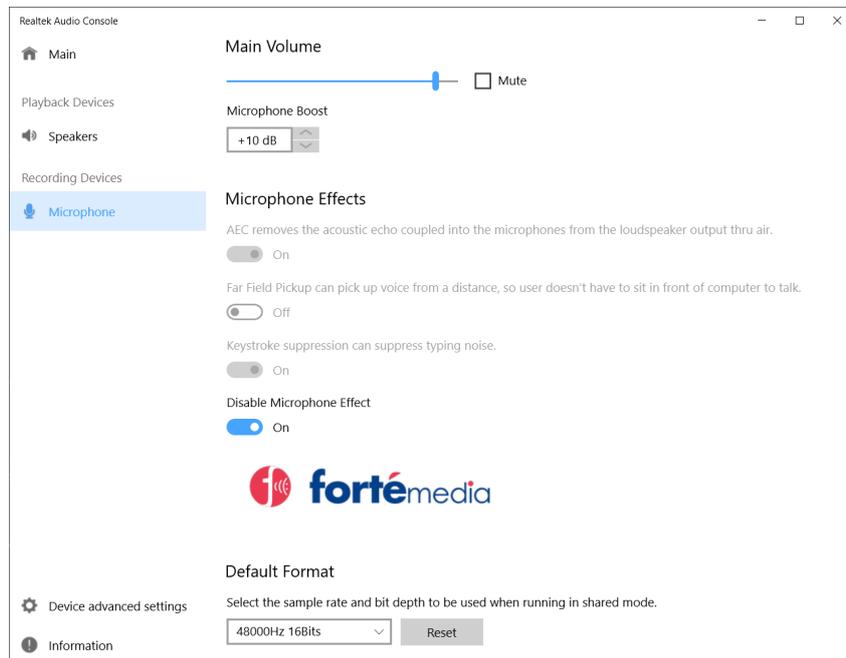
#### Further settings for Windows 10

The sound quality on Windows laptops is often limited by settings for the soundcard driver. These are usually Realtek, and there are a couple of changes that can improve the call quality on Zoom, if you are happy and confident to delve into some of the system settings.

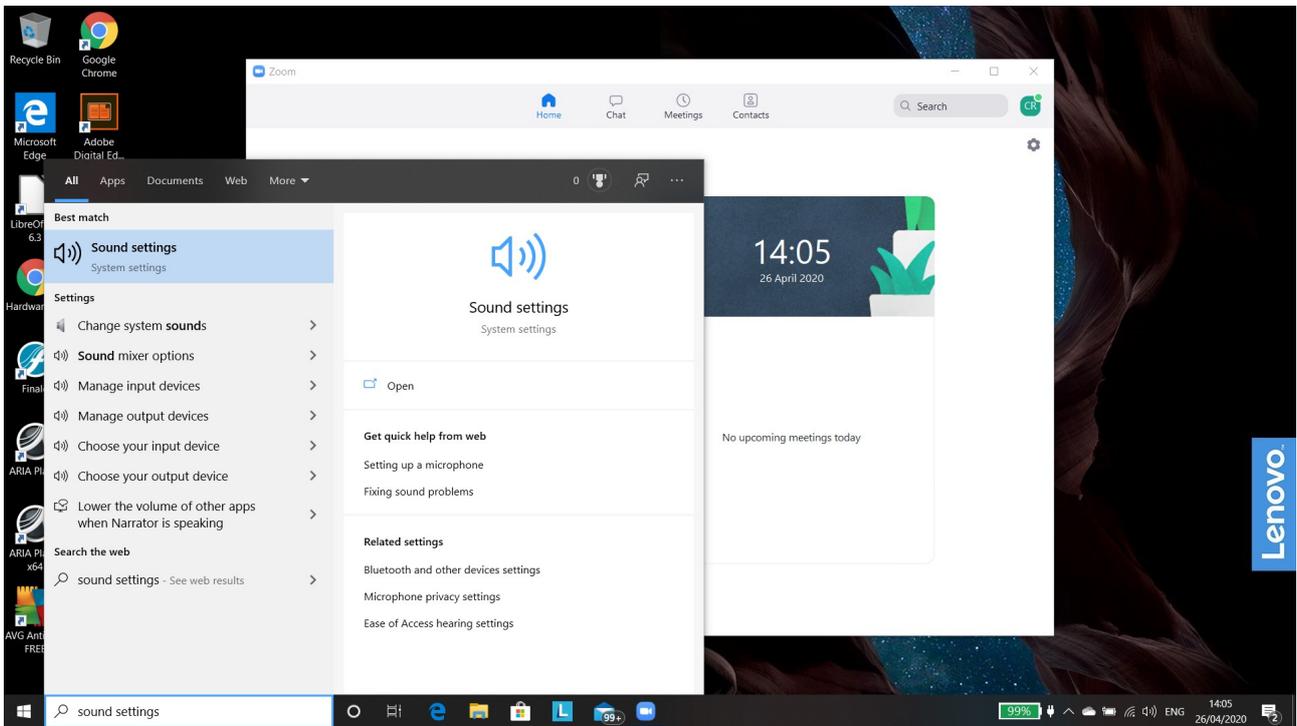
Firstly, if Realtek Audio Console is installed, please find it by typing it into the search box.



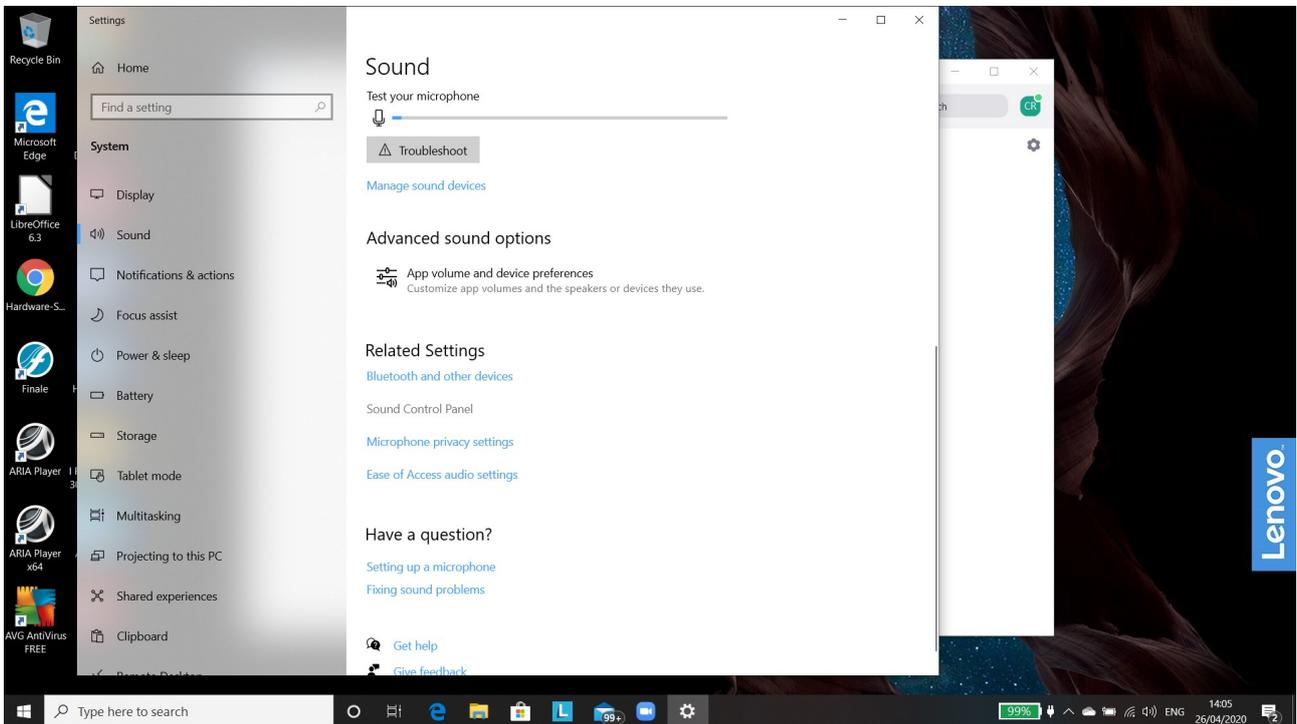
After opening the App, select microphone and then disable the microphone effects.



Returning to the desktop, find “Sound settings” by typing into the search box.



Open up the sound settings and scroll down to where you can select “Sound Control Panel”



Open up the sound control panel and select the communications tab. From this, select the “Do nothing” option for when Windows detects communications.

