

SOUND CONFIGURATION IN A "WINDOWS.." COMPUTER THAT IS RUNNING "ZOOM"

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SUMMARY

Configuring a "Windows.." computer to run "Zoom" with good speaker and microphone audio levels can be a challenge. Here is an explanation of the process:

TOPICS

- Zoom Audio Path
- Steps for Resolving the "No-sound-from-Zoom" Problem

ZOOM AUDIO PATH FROM THE CLOUD TO YOUR COMPUTER

Zoom's servers in the Internet cloud
send audio to the
Zoom "Meeting Client" app in your
computer
sends audio to the "Volume Mixer" of
"Windows.."
sends audio to the "Default device" or the
default "Communications" device in the
"Playback" tab of "Sound" in the "Control
Panel" in Windows..
sends audio to your speaker or headset

ZOOM AUDIO PATH

Zoom's cloud-based servers

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Zoom software app in your computer

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virtual "Volume Mixer" in your computer

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"Default device" or "Default
Communications Device" in "Sound" in the
"Control Panel"

--->

Your speakers or your headset

ZOOM AUDIO PATH (continued)

- There are several single-points-of-failure that you can configure to resolve a no-sound problem for your Zoom sessions:

STEPS FOR RESOLVING THE NO-SOUND-FROM-ZOOM PROBLEM

- Step 1: Start a Zoom meeting with yourself
- Step 2: Do a "Test Speaker and Microphone" and see if your speaker and/or microphone are working.
- Step 3: Go to the Sound applet in the "Control Panel" and make the correct sound source "Default.." and test it
- Step 4: Adjust "Zoom" volume slider in the Windows "Volume Mixer"

DETAILS OF "STEP 1"

- Step 1: Start a Zoom meeting with yourself:
Start the Zoom app.
Log into your free or paid Zoom account.
Start a meeting with yourself.
Click on "Join with computer audio".

DETAILS OF "STEP 2"

- Step 2: Do a "Test Speaker and Microphone" and see if your speaker and/or microphone are working:
Click on the upward "carat" ^ next to the microphone icon.
Click on "Test speaker & microphone".
Determine if your speaker or headset audio is working.

DETAILS OF "STEP 3"

- Step 3: Go to the Sound applet in the "Control Panel" and make the correct sound source "Default.." and test it (if Step 2 failed to give you a good speaker test)

For step-by-step details of "Step 3",
http://aztcs.org/meeting_notes/winhardsig/win/easier/win-sound.pdf

DETAILS OF "STEP 4"

- Step 4: Adjust "Zoom" volume slider in the Windows "Volume Mixer":
Use the RIGHT mouse button to click on the speaker icon in the Notification Area/System Tray.
Use the left mouse button to click on "Open Volume Mixer".
Slide the level slider for "Zoom" upward.

