

Zoom Update - A new way to manage audio feedback!

- Feedback occurs when two devices join a Zoom meeting with their computer audio on.
 - If you hear an echo or a high-pitched noise in a Zoom meeting it means a second device is using Computer Audio.
 - The second device must turn off Computer Audio.
 - **NOTE:** using the mute button alone is not enough!

New Zoom Feature

When you log into a Zoom meeting you will *now* see the following messages pop up at the top of your screen.

“Unmute your speaker or increase volume to hear other participants.”

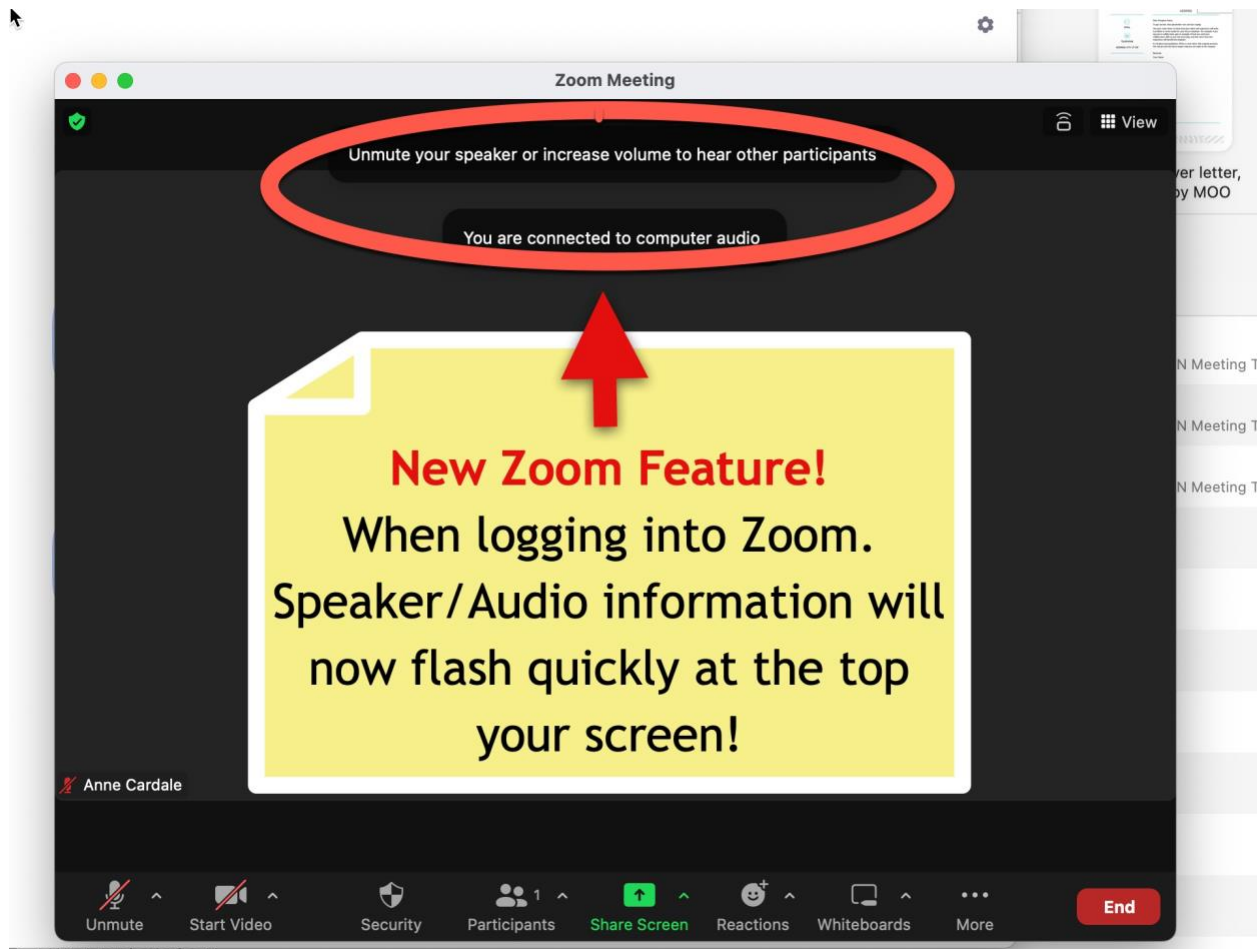
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“You are connected to computer audio.”

NOTE: These messages are easy to miss! They pop up and vanish quickly, and the writing is small. In a typical Zoom meeting this new feature is not a problem.

Problems arise when using a second device in the same physical meeting space.

- If using a second device in the same physical space as the meeting host you will hear feedback if *both devices have enabled their Computer Audio*.
- One device must turn off its computer audio!
- (The dialog box that allowed you to join *without* Computer Audio has now gone.)

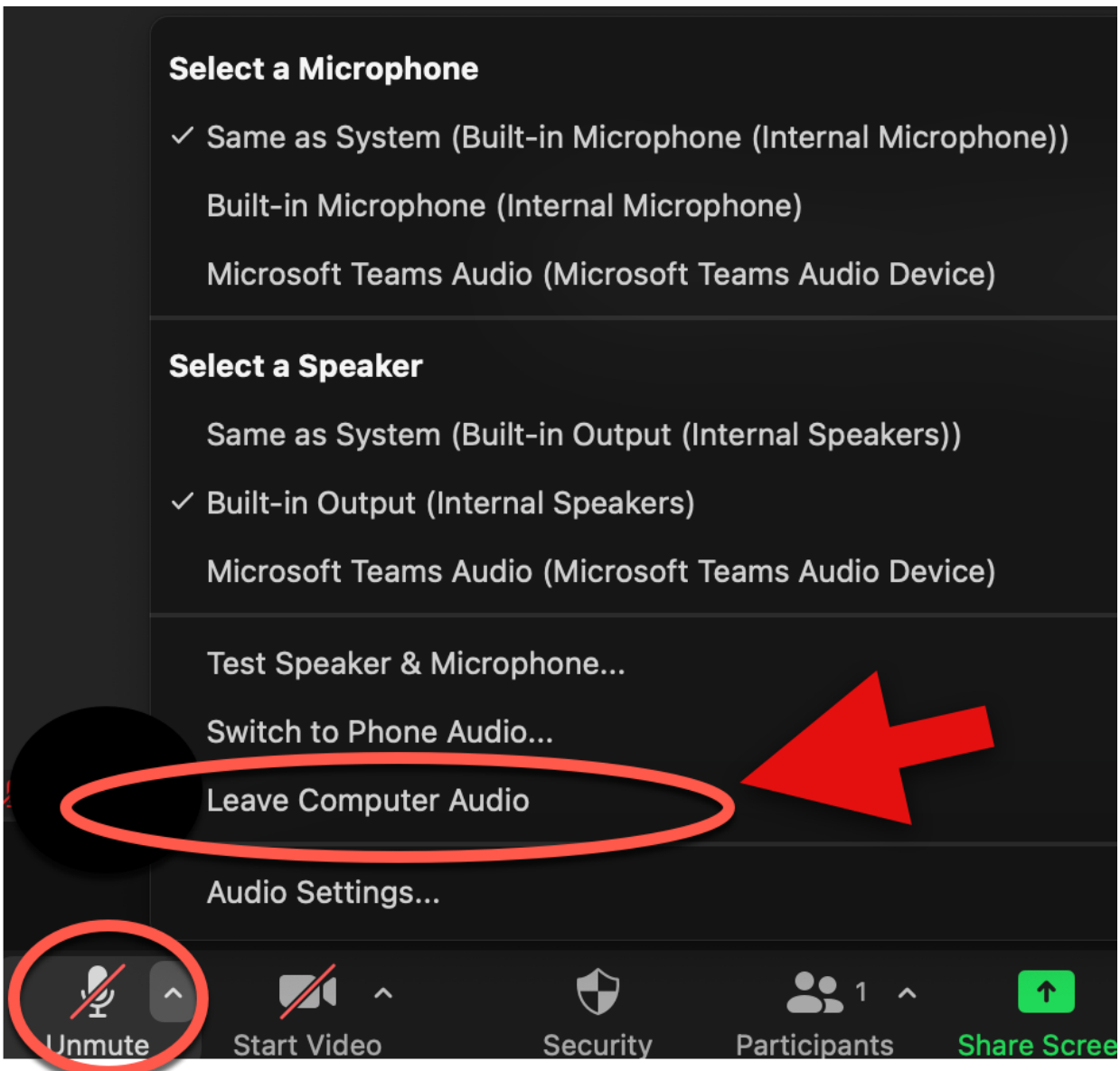


The Screenshot above shows the new message that pops up at the top of your screen.

Message: "Unmute your speaker or increase volume to hear other participants." and "You are connected to computer audio" in small writing pops up at the top of your screen when joining the meeting.

Good news! You no longer have to leave the meeting to turn off your computer audio.

- Now you can click on your mute/unmute button and hit the small arrow beside the button.
- Select "Leave Computer Audio," from the list of options.



Screen shot above shows the list of options for managing your computer speaker.

Select “Leave Computer Audio” and everyone’s ears will feel much better!