

## Guide for Students & Teachers for improving sound quality on Zoom

- Enable **Original Sound** in Zoom (see instructions below)
- Make sure your computer or device has enough charge
- Shut down any other programmes or apps running to make sure Zoom has enough memory to run properly
- If you have an Ethernet cable, plug it in to your router – it will improve the quality of the connection
- Use external speakers or headphones where possible
- Consider getting an external microphone

To have enhanced sound quality, you need to **Enable Original Sound**. This can be done on mobile apps and desktop clients as follows:

In order to apply these settings you need to have a Zoom account and be signed in. Creating a Zoom account is free (visit <https://zoom.us>).

### Mobile app (iPhone, Android, Tablets).

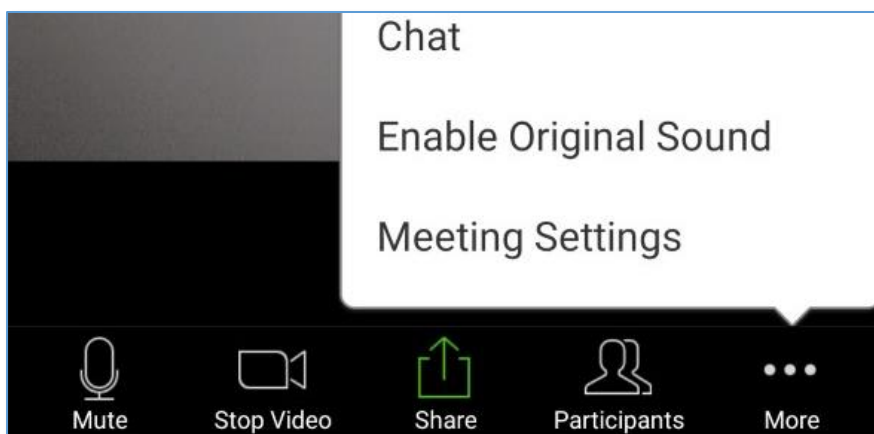
**\*\*\* Note you must have Zoom v. 4.6 or higher to apply this for mobile apps.**

1. Install (if needed) the Zoom app from Google Play or iTunes.
2. Sign out (if needed) and sign back in to the Zoom mobile app.
3. Tap **Settings**.



4. Scroll down to find and tap **Meeting**.
5. Tap the toggle to **Use Original Sound**.

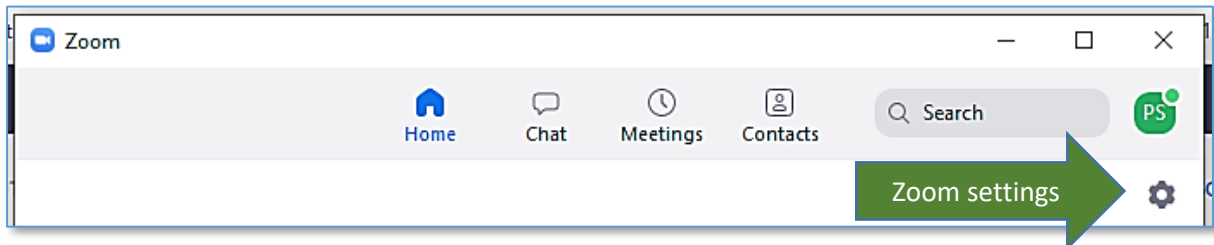
When in the actual Zoom call/meeting lesson, select **More** and tap **Enable original sound**.



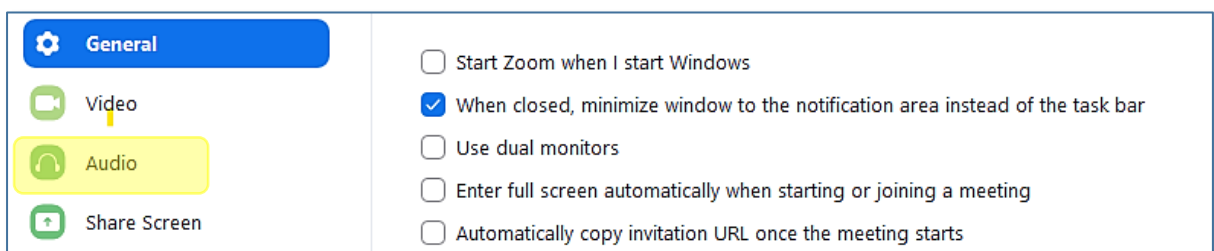
# Guide for Students & Teachers for improving sound quality on Zoom

## Desktop client (Mac, Windows)

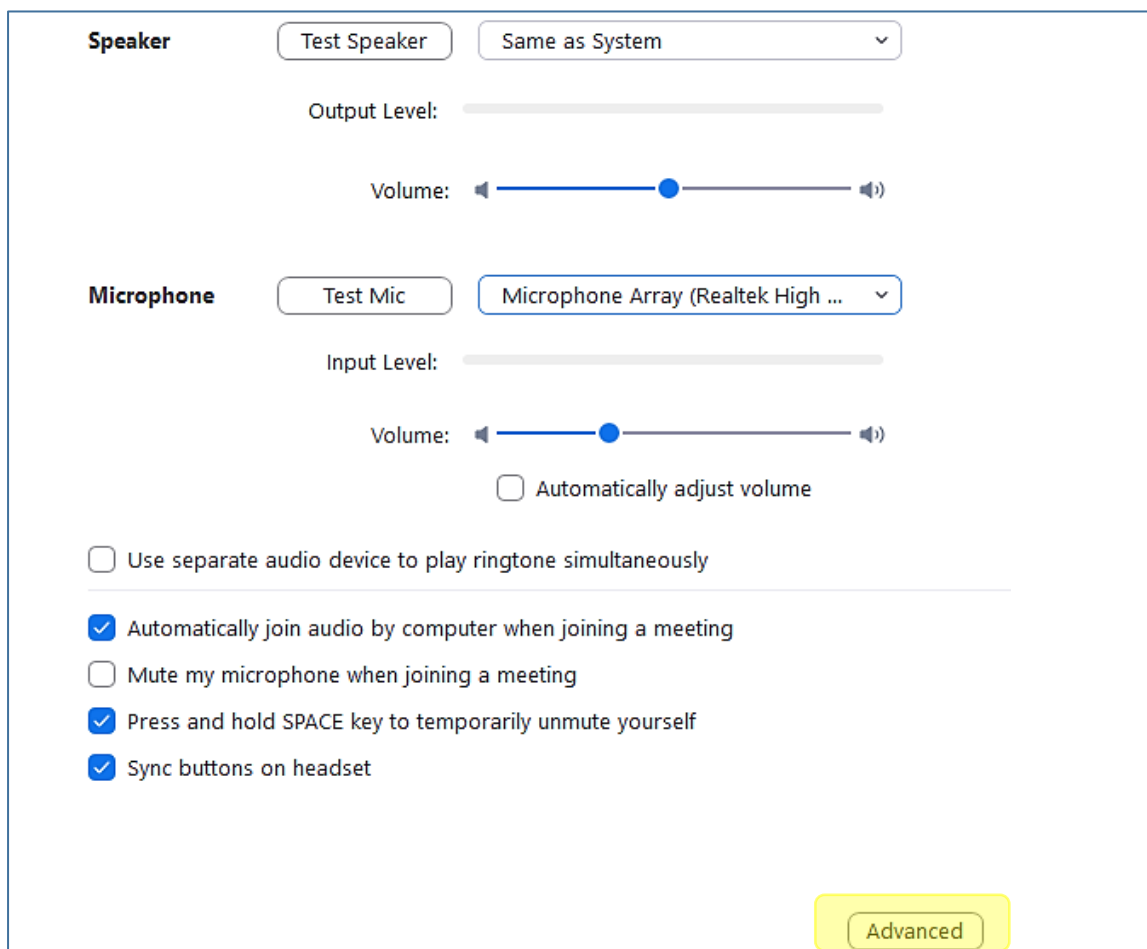
- (If needed) download Zoom from <https://zoom.us/support/download>
- Run Zoom. Then select the cog-wheel icon near the top right of the screen to access **Settings**



- Select **Audio** from the settings screen



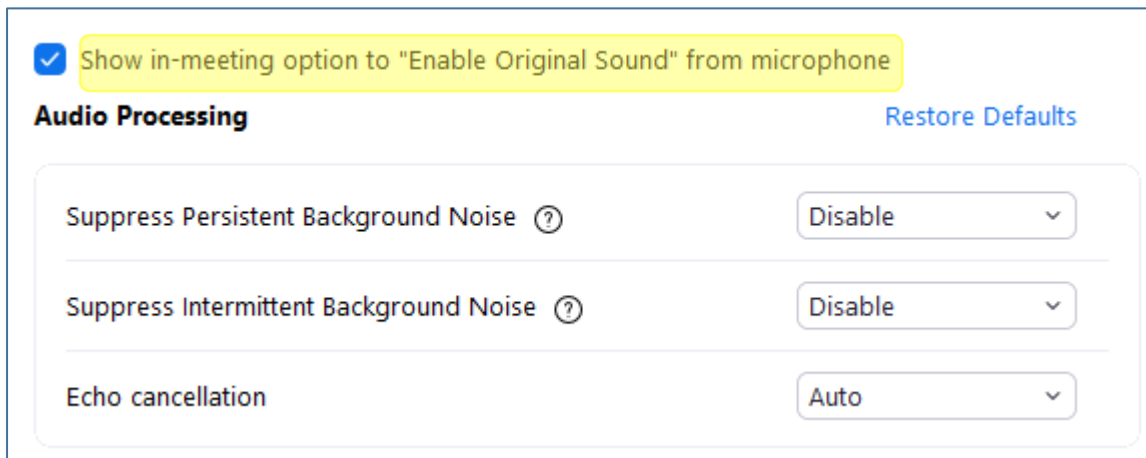
- On the next window un-check **Automatically adjust volume**



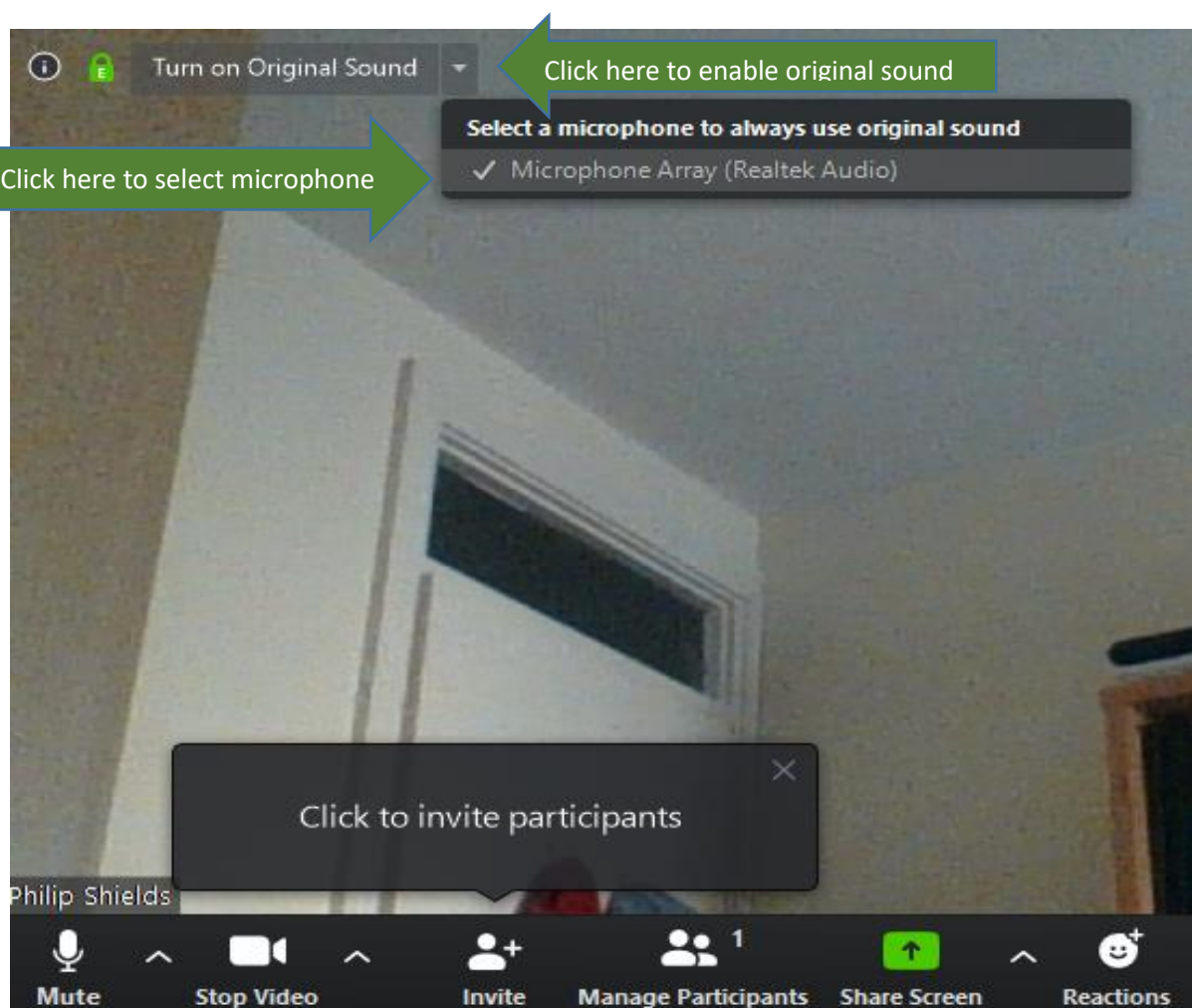
- Then click **Advanced** (button at the bottom of the screen)

## Guide for Students & Teachers for improving sound quality on Zoom

On the **Advanced** screen, check **Show in-meeting option to "Enable Original sound"**  
It is also advisable to copy the settings below on background noise etc.

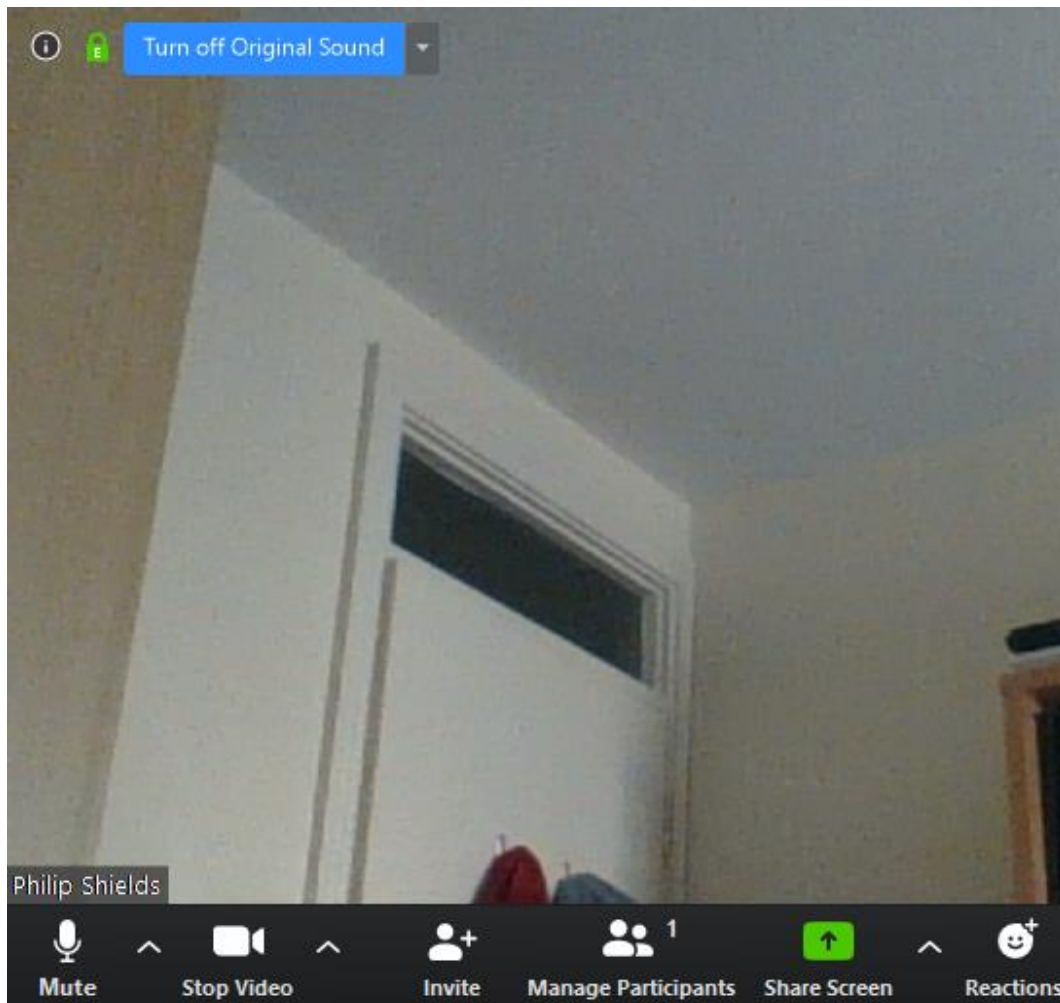


Now when you are in a Zoom session you will see an option to "Turn on original sound" (if you can't see it, just move the mouse to make it reappear). Clicking on the arrow beside it and select the microphone. This will activate Original Sound and turn blue.



## Guide for Students & Teachers for improving sound quality on Zoom

Finally your screen should look something like this:



**For future lessons, always check during the Zoom session that original sound is on, particularly if the sound quality is poor.**

**You are now ready to go!**

Further queries?

Contact: [philipshields@riam.ie](mailto:philipshields@riam.ie)