



## Zoom Mic Volume & Feedback Noise How-To

### Summary

Teachers and parents have brought it to our attention that some students have been experiencing issues with loud feedback sounds when unmuting their microphones during Zoom meetings with their teacher and classmates. The UPS Tech Dept has put together a few steps that can fix this issue, please follow along below.

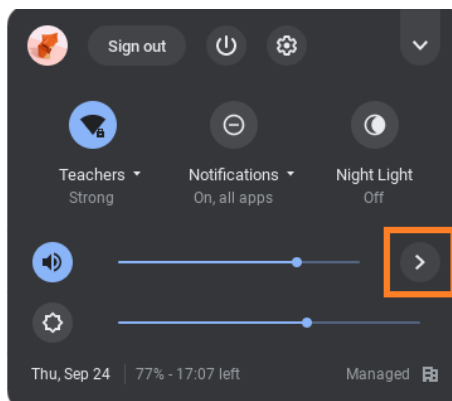
### Adjusting the Chromebooks Microphone Volume

Sometimes if the Chromebook's built-in microphone volume is set too high you can create loud feedback to participants and the host of a Zoom meeting. See the steps below for adjusting the microphone volume.

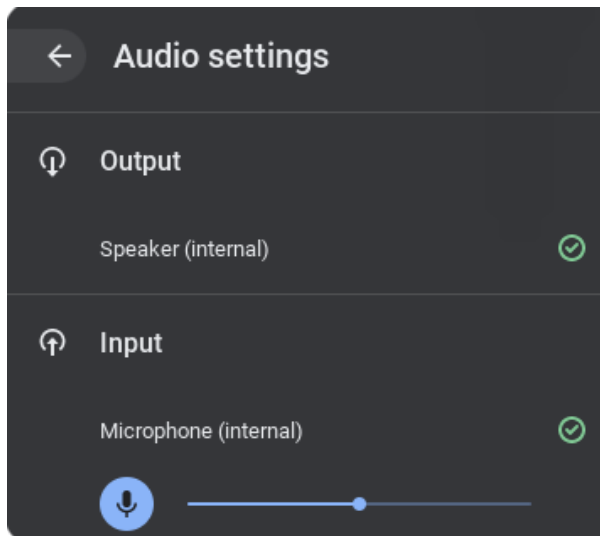
1. From the Chromebook's desktop click the time in the bottom right corner.



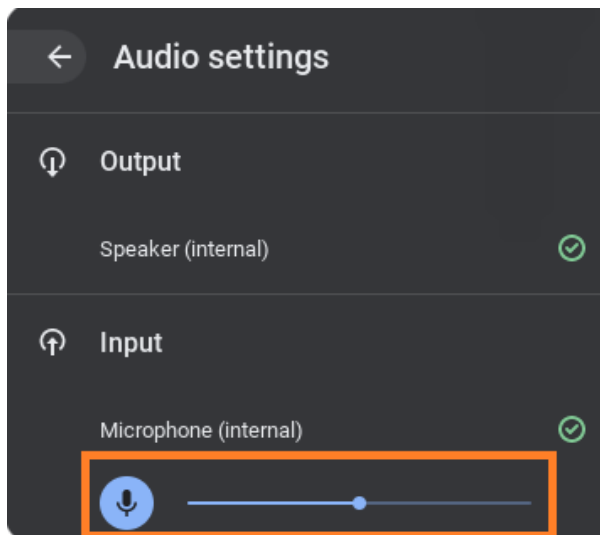
2. From the Chromebook menu window, click the arrow to the right.



3. In the Chromebook Audio Settings window you should see Output (internal speakers or headset), then Input (microphone internal or headset external) both of these should have a green check mark next to them.



- a. The green check mark indicates that the Chromebook sees the speaker / headset and built-in microphone / external headset microphone hardware correctly.
4. In the same window you will see the microphone volume adjustment bar. Check to see where your student's / child's microphone volume is set to. The UPS Tech Dept recommends this bar be set to 50% minimum and 75% maximum.



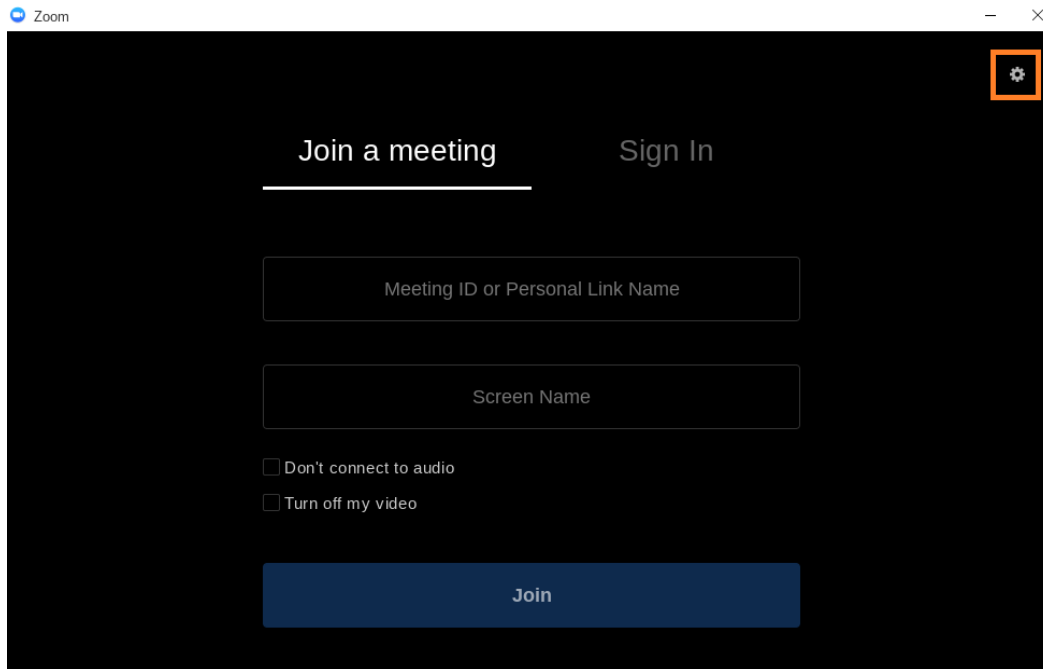
- a. **Note:** In the tests we have run, having the microphone volume set to 100% there was massive distortion. This volume bar is a true gain slider, so maxing it out will **NEVER** be the best option.
    - i. Our recommendation is to start in the middle and make minor adjustments.



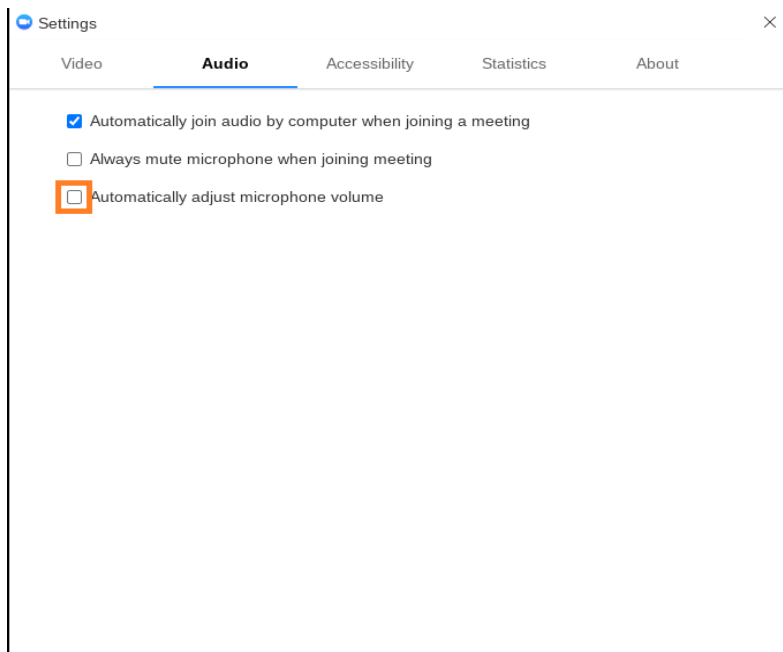
## **Enable Auto Adjust Microphone Volume in Zoom**

In Zoom there is an option for automatically adjusting the microphone volume. This allows the Zoom App to dictate the best volume level. Follow the steps below for enabling this function.

1. Open the Zoom Application, and click the settings icon.



2. In the Zoom Audio Settings window, click the check-box next to Automatically adjust microphone volume. Then click the X to close the window.



## **Proper Positioning of Chromebook During Zoom Meetings**

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Where the Chromebook is positioned can have an impact of audio quality when it comes to the microphone. We recommend the following set-up for the best results.

- Make sure the student is not sitting too close or too far away from the chromebook.
  - The student should be able to stretch out their arm and the palm or their hand should be able to gently touch the screen.
- Make sure the Chromebook's webcam is eye level with the student.
  - The built-in microphone is next to the webcam, if the student is looking up or down at the camera the audio through the built-in mic can get a little distorted.
- Try to put all other sound distractions in another room, and make sure there are no loud fans, TVs, another student / parent Zooming in the same room.
  - If there are two or more students in the same house Zooming in the same room you can get feedback through the microphones.
- Don't forget to mute **ALL** student's microphones during your Zoom meeting and only unmute the students when you need a response..
  - This will help with feedback noises, like people talking, dogs barking, students typing etc while you're trying to teach / communicate with students.

## **Conclusion**

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The UPS tech Dept hopes this information will be helpful to fixing any audio issue with Chromebooks and Zoom.

**For Teachers:** If you have gone through these steps with your student and parents and still have issues, please submit a ticket and we will work with the student's family to swap out the Chromebook.

**For Parents / Families:** If you have gone through these steps with your child's teacher and still have issues please ask the teacher to let us know and we will work with you to swap out the device.

**Final Thought:** The UPS Tech Dept recommends a headset with a microphone to use with the Chromebook. Using a headset with a microphone will help your student / child sound way better during Zoom meetings. Click the link below to our recommended headset.

[Headset with Microphone](#)

