

<https://support.zoom.us/hc/en-us/categories/201137166-Audio-Video-Sharing>

Audio Echo In A Meeting

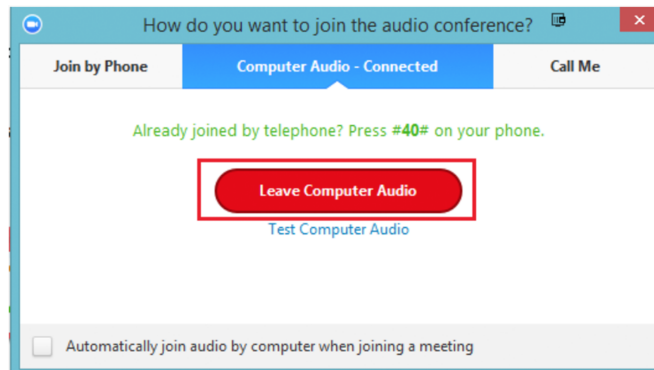
If you hear audio echo or audio feedback during your meeting, there are 3 possible causes:

1. A participant has both the computer and telephone audio active
2. Participants with computer or telephones speakers that are too close to each other
3. Multiple computer with active audio in the same conference room

Case 1: A participant has both the computer and telephone audio active

If you join from a computer and call in from the telephone, please make sure you either

- Enter your *participant ID* when calling in, or enter your *#participant ID#* when already in the call
- Or, manually leave computer audio on your computer



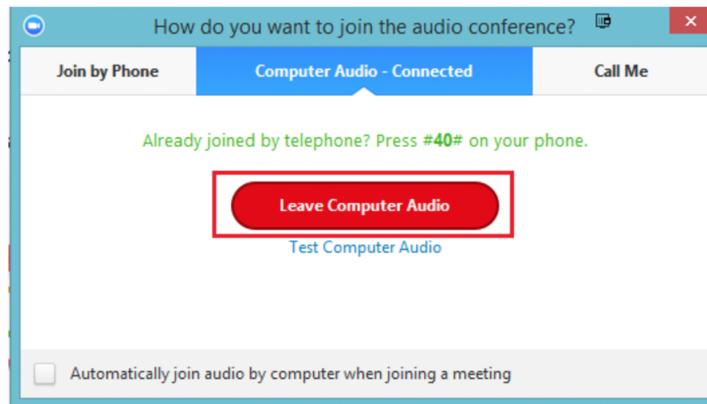
Case 2: Participants with computer or telephones speakers that are too close to each other

If another participant is too close to you, and both of you have speakers on, please *leave audio conference* on one of the computers or hang up one of the telephone connections.

Case 3: Multiple computer with active audio in the same conference room

If you are in a conference room with multiple devices, please disconnect computer audio from the other devices.

Select Audio Options > Leave Computer Audio (PC/Mac) or Disconnect (Android/iPhone).



Muting is not enough as you mute the mic but the speaker is still on.

Other Tips:

Generally, if you are hearing echo, it means that there is a device out there that is channeling your audio back.

To isolate the attendee:

- Host can mute the attendee one at a time
- Host can mute all, and unmute one at a time
- Attendee can mute him/herself

The source of echo can also be from:

- Speakers (such as TV or soundbar) that are too loud
- Echo cancellation has failed (device or performance issue)
- A bad microphone