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Guide for Using Zoom in "Music Mode"

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Introduction

Zoom is the official, supported videoconferencing solution for the Johns Hopkins University. The good news is that the Peabody Institute chose Zoom years before it became adopted more widely, and after considering many options. The Peabody Institute chose Zoom for the quality of calls, ease of use, and ability to customize settings, particularly the audio settings.

The latter is important when it comes specifically to administering and participating in music lessons. By default, Zoom is optimized for human speech and the associated frequency range and volume levels. This guide will outline some of the settings you can change to tip the scales towards optimizing for the dynamic range of music.

Quick Start Guide for Mac/PC

The settings that you will need to change are listed here, and detailed instructions for Mac/PC continue on the following pages. Please note, the below recommendations only apply to *your* **computer and account** when you set them – meaning, **students and faculty both need to edit these settings** on their computers to ensure the best possible sound quality for lessons. In addition, some of these settings only work on a computer (not mobile devices like tablets or phones).

1. Make sure you are logged into the correct Zoom domain if you have a JHED ID, or your own account if you do not have a JHED ID. This will ensure that you see all the necessary options.
2. Make sure you Zoom client is updated to the latest version.
3. Test your microphone level while playing or singing. If the meter maxes out in the Zoom settings, lower the input volume. ***If you don't have an external microphone, note that these settings will only preserve the quality of the audio that is available.***
4. In the audio settings, uncheck "automatically adjust microphone volume."
5. In the advanced audio settings, (1) Check box for "Show in-meeting option to 'Enable Original Sound' from microphone," (2) set "Suppress Persistent Background Noise" to "Disable," (3) set "Suppress Intermittent Background Noise" to "Disable," and (4) set "Echo Cancellation" to "Auto."

Quick Start Guide for iOS/Android

The settings that you will need to change are listed here, and detailed instructions for iOS/Android continue on the following pages. Please note, the below recommendations only apply to *your* **mobile device and account** when you set them – meaning, **students and faculty both need to edit these settings** on their devices to ensure the best possible sound quality for lessons. In addition, some of these settings only work on a computer (not mobile devices like tablets or phones).

1. Make sure you are logged into the correct Zoom domain if you have a JHED ID, or your own account if you do not have a JHED ID. This will ensure that you see all the necessary options.
2. Make sure you Zoom client is updated to the latest version.
3. Test your microphone level while playing or singing. This will vary depending on your device. ***If you don't have an external microphone, note that these settings will only preserve the quality of the audio that is available through the device microphone.***
4. In the audio settings, uncheck "automatically adjust microphone volume."
5. In the Zoom meeting settings, enable "Use Original Sound" in the Meeting Settings.

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Detailed Instructions for Mac/PC
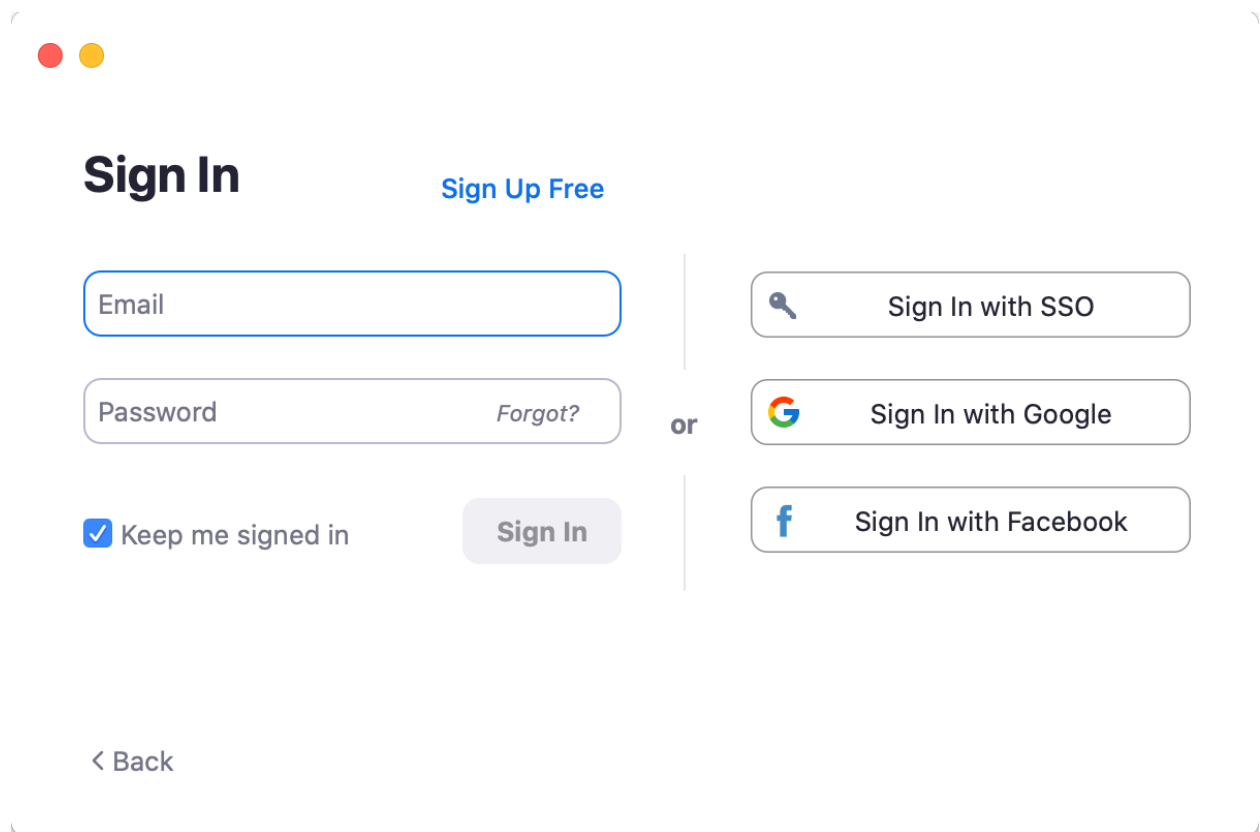### Ensure that you are logged in to your Zoom account

In the upper right corner of your Zoom app, click on your profile photo (or initials).

For Conservatory and Preparatory faculty, the top of the pane that appears should show your name, your JHED ID, and the word "Licensed." If you are in another account, select **Switch Account**, **Sign In with SSO**, enter **jhupeabody** as the company domain, then continue to sign in with your JHED ID through the standard JHU portal.

For Conservatory students, the top of the pane that appears should show your name, your JHED ID, and the word "Licensed." If you are in another account, select **Switch Account**, **Sign In with SSO**, enter **jhubluejays** as the company domain, then continue to sign in with your JHED ID through the standard JHU portal.

For Preparatory students and families, the top of the pane that appears should show your name, your email address, and the word "Basic" or "Pro." Either will work to enable the settings below as long as you are logged in.

In the screenshot below, Conservatory and Preparatory faculty and Conservatory students should select "Sign in with SSO" to the right and proceed as noted above. Preparatory students and families should enter their account information in the "Sign In" fields on the left, or "Sign Up Free."

Sign In   Sign Up Free

| Email | |
| Password   *Forgot?* | **or** |

☑ Keep me signed in   **Sign In**

🔑 Sign In with SSO

G Sign In with Google

f Sign In with Facebook

‹ Back

Update your Zoom app if necessary

Even if you just downloaded Zoom for the first time recently, many updates have been made to the app in recent weeks. Click your profile photo then select **Check for Updates** to see if updates have been released and install them if necessary.
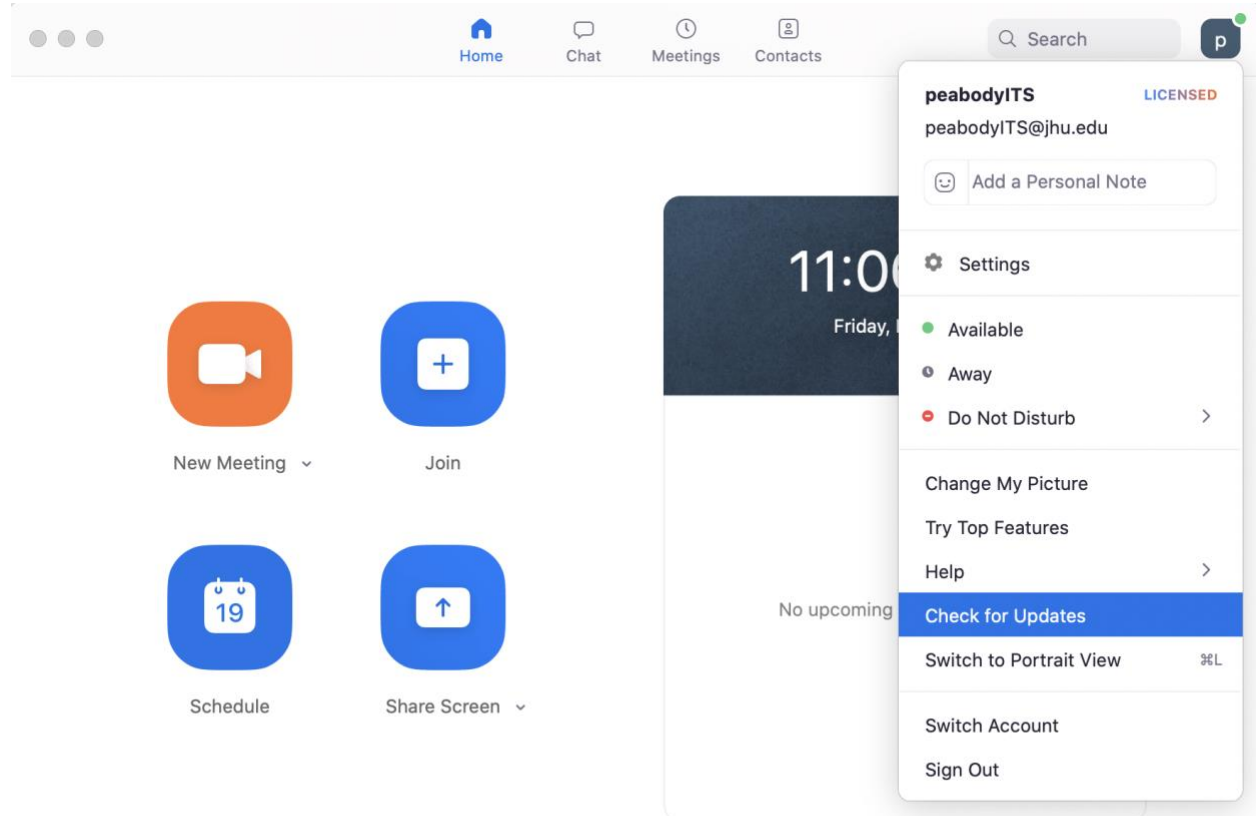
Open your account settings in the Zoom app

Again click your profile photo or initials in the upper right corner, then select **Settings**. (On Mac, you can also click the small gear icon ⚙ under your photo.)
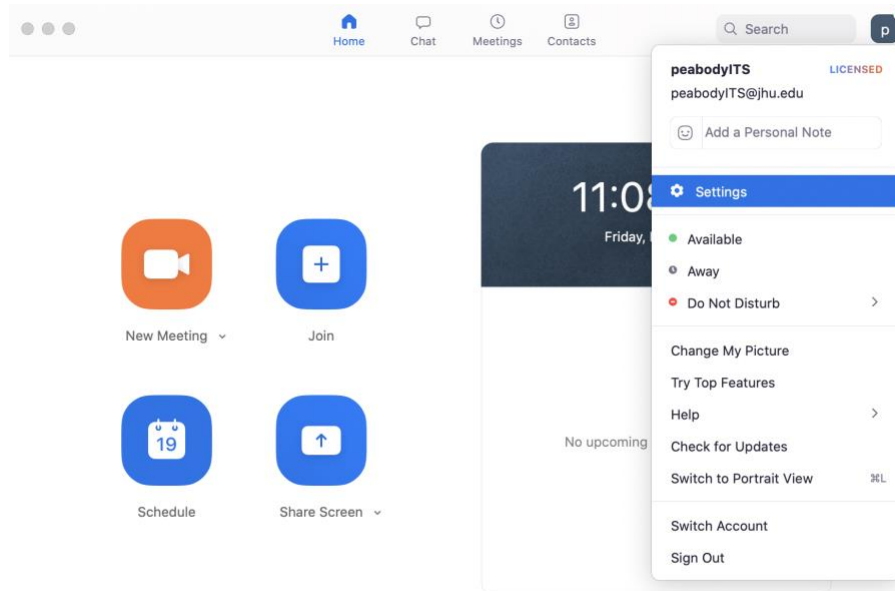

This menu allows you to change many of the settings in your Zoom app – we encourage you to play around with these to see how you may better optimize other areas of your experience. But for now, we are focusing on the audio settings. Select **Audio** in the left hand menu.

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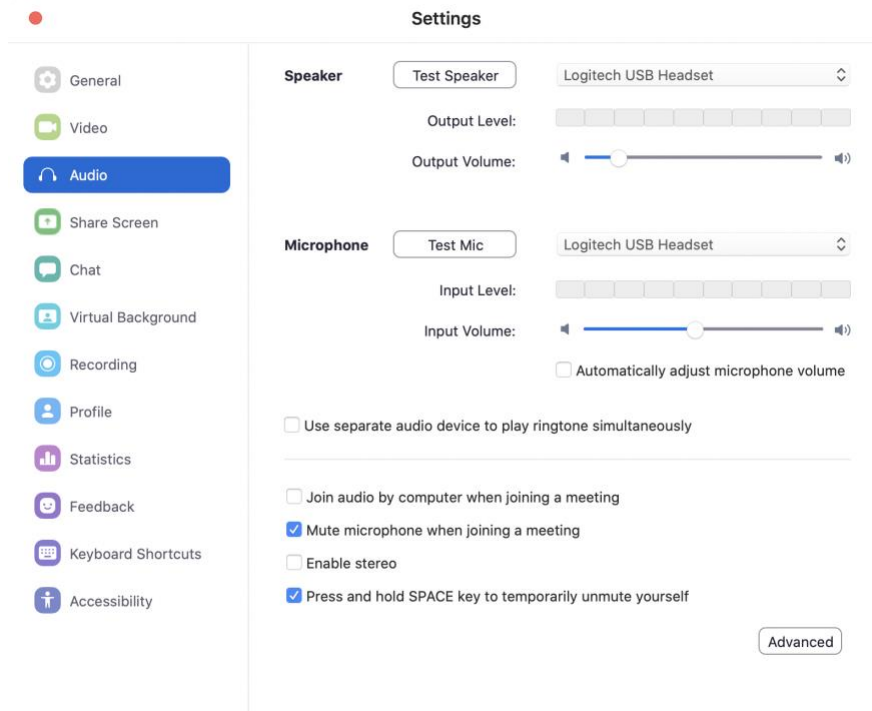
Select and test your headphones and microphone

From this screen, you can change your output (speakers/headphones) and input (integrated or external microphone). If you're in a Zoom meeting and your preferred devices don't seem to be connected, this is where you can edit those. For example, if you are using a headset or an external microphone, make sure it is selected in the **Microphone** menu. Then **Test Mic** to make sure it's picking up the sound.
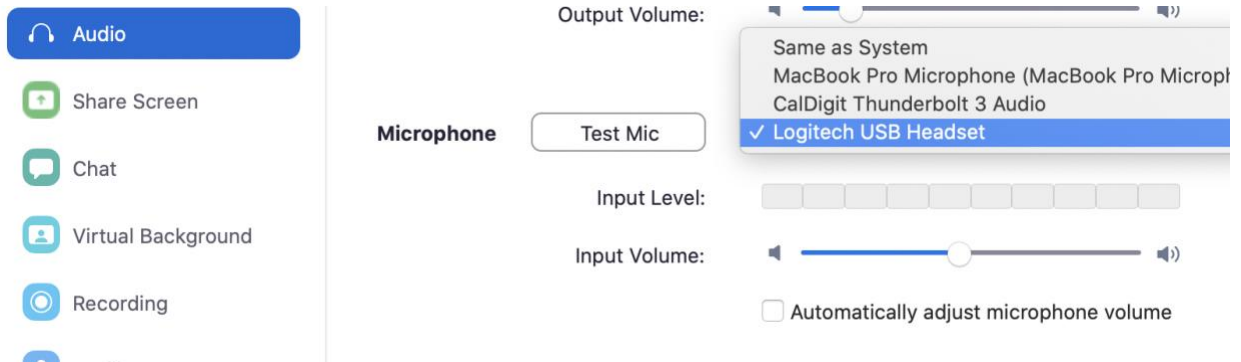

While you're in the microphone settings, **uncheck** the box next to **Automatically adjust microphone volume**. Having this setting checked can be helpful for a meeting where it will dampen unexpectedly loud noises – it's much less helpful when you are teaching a lesson where a range of volume is to be expected. Also make sure that your microphone levels aren't reaching the maximum levels. If they are, adjust the volume setting for the microphone.

You'll also want to "Enable stereo" to preserve and stereo signals that your microphone is capturing.

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Enable original sound from microphone

Click the **Advanced** button in the bottom right corner. From here, you can check the box for **Show in-meeting option to "Enable Original Sound" from microphone**. This setting allows you to turn off (on a per-meeting basis) the automatic audio compression.
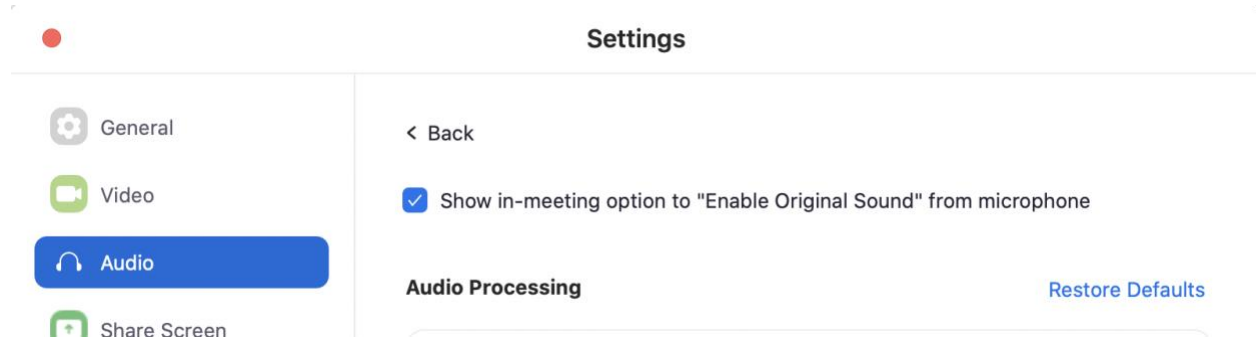
Once this setting has been enabled, you must turn it on in the Zoom meeting every time you want to use it. You'll see a button in the top left corner that says **Turn on Original Sound**. Click it to turn on original sound (i.e. turn OFF the automatic compression).
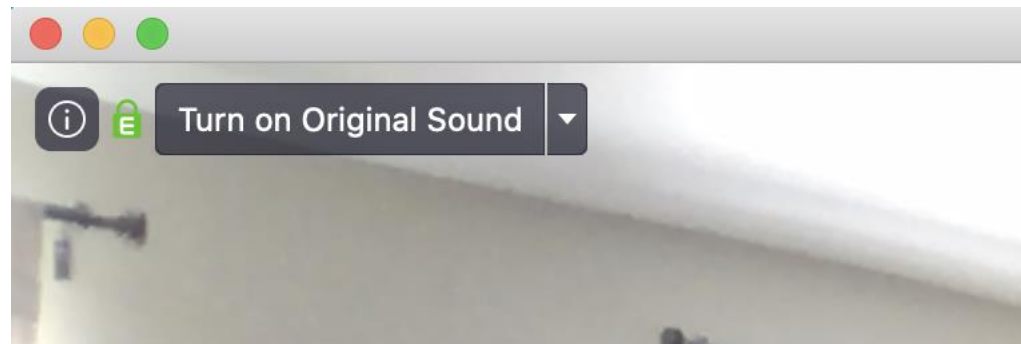

When it's turned on, you'll see that the button now says **Turn off Original Sound**. If you're having a regular meeting or class, you may want to turn it off.
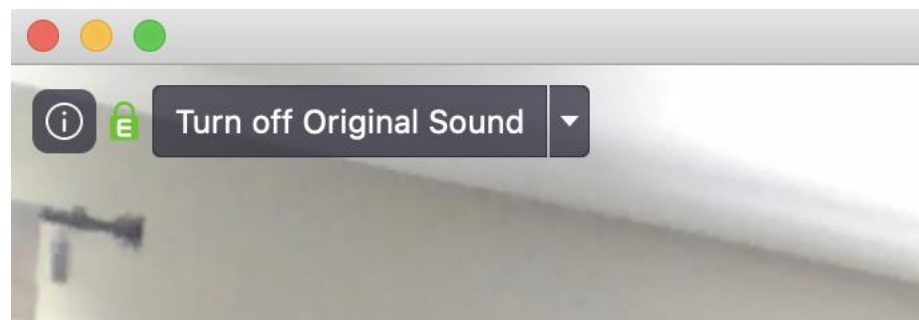
Suppress Background Noise

In the same advanced audio settings pane as the setting for "Enable Original Sound," you'll also want to make sure that you:

- Set "Suppress Persistent Background Noise" to "Disable,"
- Set "Suppress Intermittent Background Noise" to "Disable,"
- Set "Echo Cancellation" to "Auto."

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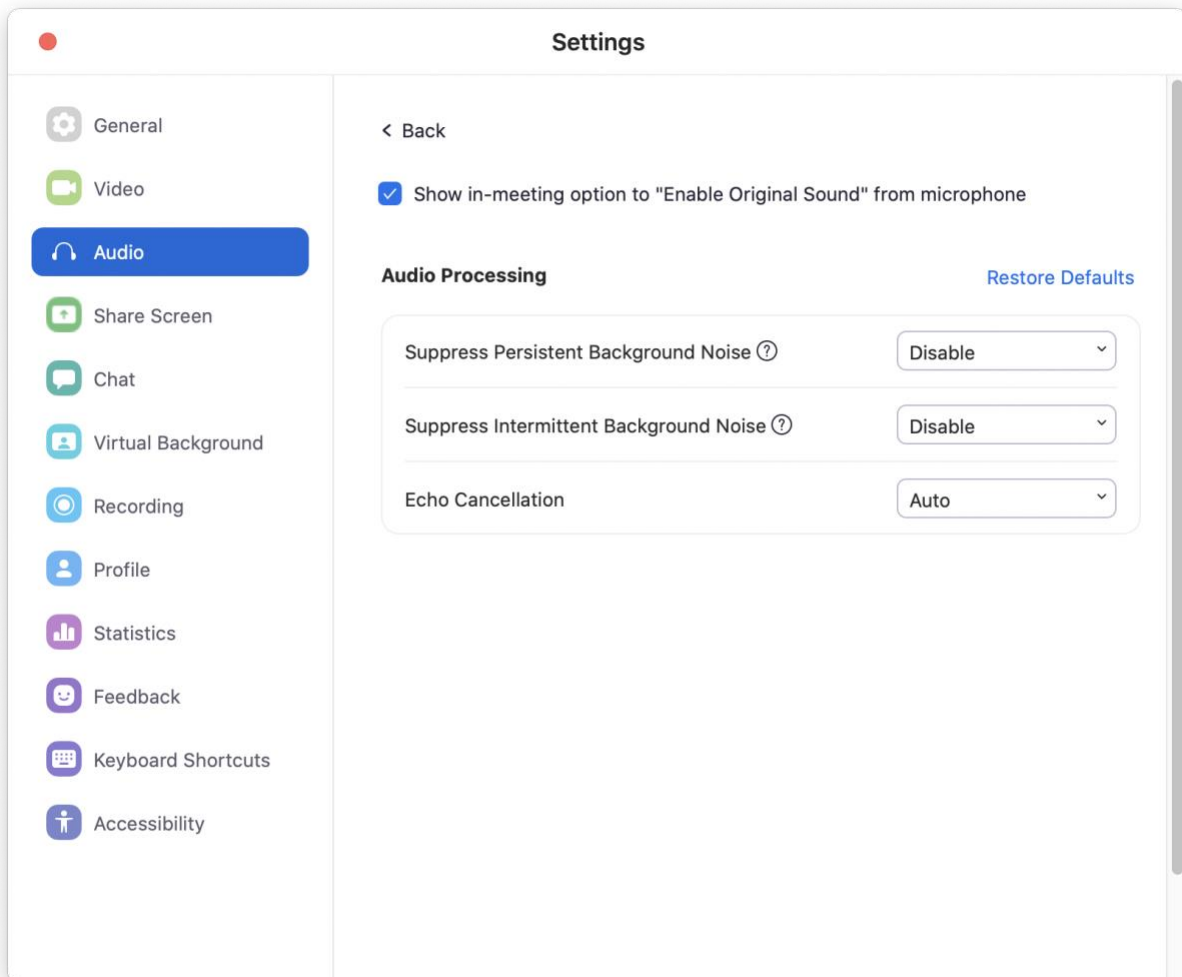
Detailed Instructions for iOS/Android
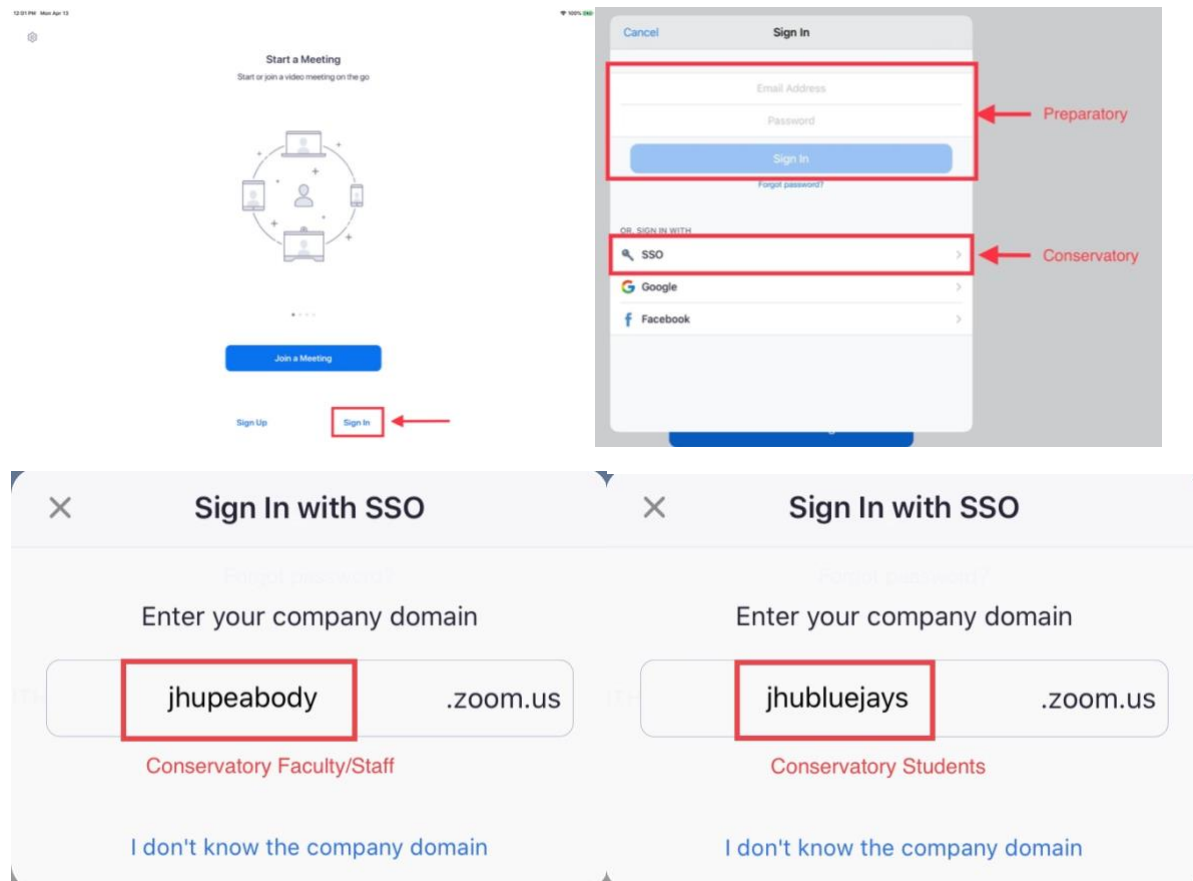### Ensure that you are logged in to your Zoom account

In the settings of your Zoom app, find your profile information in the settings.

For Conservatory and Preparatory faculty, the top of the pane that appears should show your name, your JHED ID, and the word "Licensed." If you are in another account, select **Switch Account**, **Sign In with SSO**, enter **jhupeabody** as the company domain, then continue to sign in with your JHED ID through the standard JHU portal.

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Update your Zoom app if necessary

Even if you just downloaded Zoom for the first time recently, many updates have been made to the app in recent weeks. Visit your device's app store and check for updates.

Test your Microphone

Test Your Microphone and Speaker

Test your microphone level while playing or singing. On most devices, if using the internal microphone, these controls will be very basic. If using an external microphone with an iOS or Android device, more granular settings will be available in the system preferences for that device. ***If you don't have an external microphone, note that these settings will only preserve the quality of the audio that is available through the device microphone.***
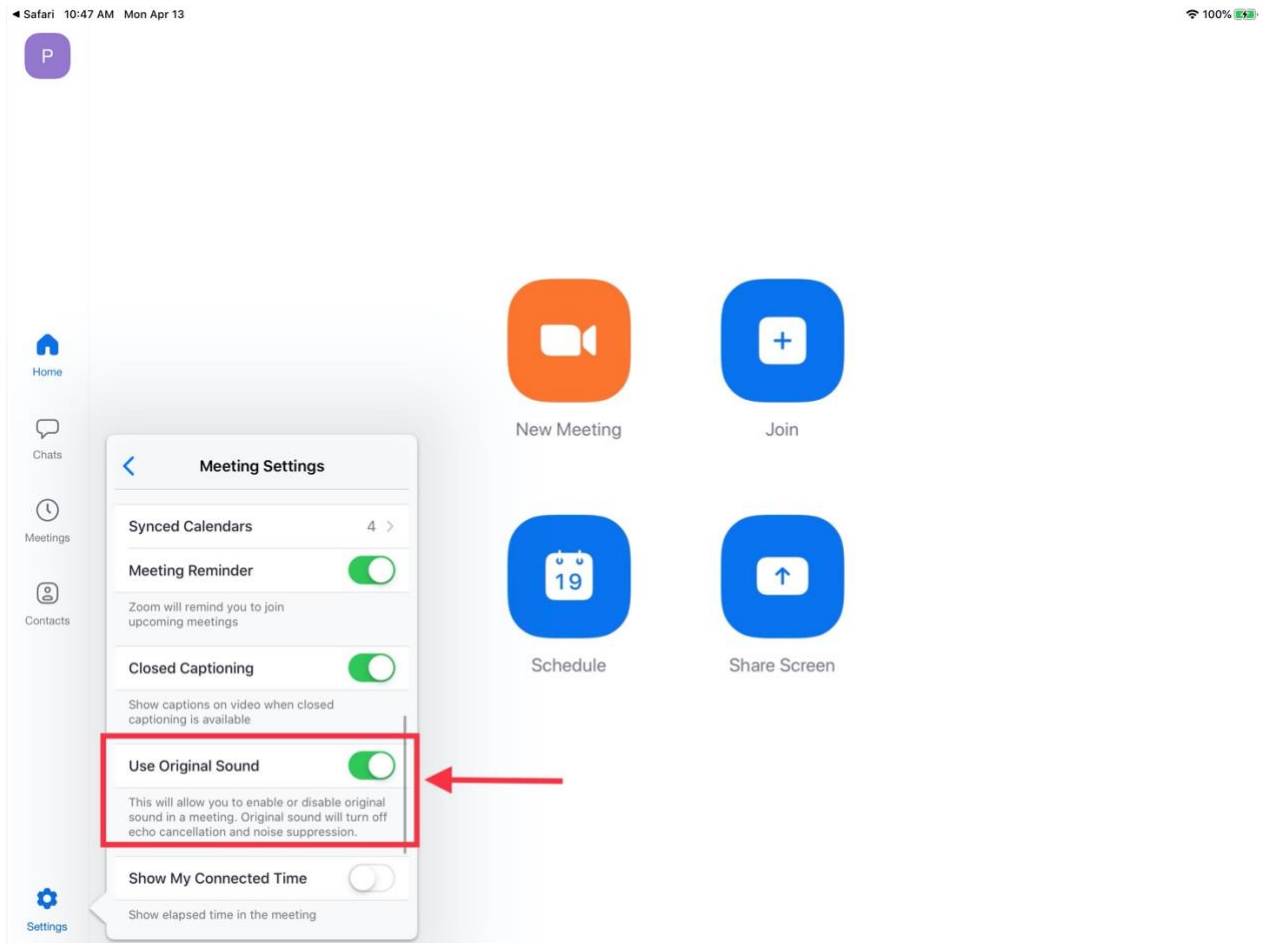
Enable original sound from microphone

In your mobile app, (1) select "**Settings**" (the screenshots in this guide are for a tablet, but other mobile devices are very similar), then (2) select "**Meetings**."
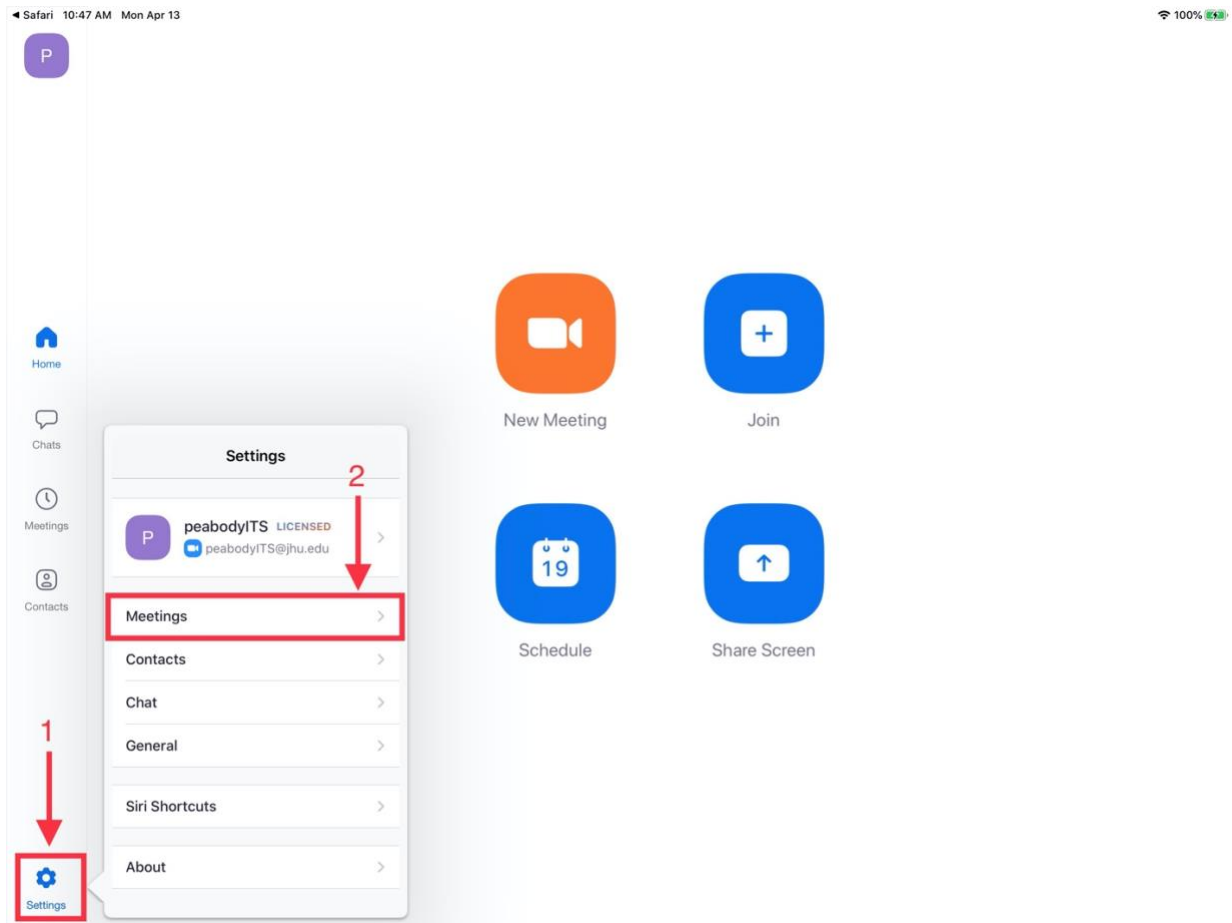
Scroll down, and turn on **"Use Original Sound**."

Once this setting has been enabled, you must turn it on in the Zoom meeting every time you want to use it. Select the "**…More**" option in the upper right of the meeting window, then select "**Enable Original Sound**." This will turn on original sound (i.e. turn OFF the automatic compression).