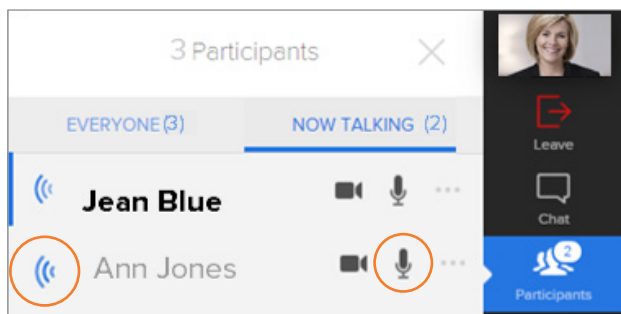


How to Avoid Echo in a BlueJeans Meeting

Tips to help you reduce and prevent bothersome echo during BlueJeans meetings

HOW TO FIND THE ECHO SOURCE

- If you hear your own audio back as echo but the other person doesn't hear the echo, the problem is likely on the other person's side.
- If the other person hears themselves echo but you don't hear it, the problem is likely on your side.
- Use the **NOW TALKING** tab to pinpoint where echo is coming from and quickly mute the source.



GOLDEN RULE!
Always use just one audio source
in each meeting location

SOLVING ECHO FOR THESE SETUPS

Room System + Laptop Microphone/Speaker

- Make sure there is only one device in the room used for the speaker and microphone.
- Try switching your laptop connection to **Screen Sharing Only** from the **MORE CONNECTION OPTIONS** menu under **Settings**.

Laptop Speaker + Laptop Microphone

The sound coming from your laptop could be picked up by the laptop microphone and causing the echo. Switch your audio device to a headset or earbuds from the **Settings** menu to solve.

Telephone Speakerphone + Laptop Speakerphone

- Try turning off your laptop speaker volume and muting the laptop microphone.
- Change your audio connection from the **Switch to Phone** menu.

Mobile Device Speakerphone

Switch to earbuds with an integrated microphone instead of using the speakerphone.

Resources



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