

QUESTIONS AND TROUBLESHOOTING SOUND ISSUES

WHY DON'T ALL MICROPHONES WORK FOR PIANO?

- MICROPHONES HAVE A "FREQUENCY RESPONSE", WHICH IS THE AUDIO FREQUENCIES THAT THEY PICKUP BEST. THE HUMAN VOICE CREATES FREQUENCIES BETWEEN 85 HZ TO 255 HZ. SO A MICROPHONE DESIGNED TO PICKUP HUMAN VOICE (LIKE THOSE IN WEB CAMERAS, PHONES, TABLETS ETC) WILL BE TUNED TO RESPOND BEST BETWEEN 60 TO 300 HZ IN MOST CASES. BUT PIANOS CREATE FREQUENCIES FROM 26 HZ TO 20,000 HZ. THIS IS WELL BEYOND THE UPPER AND LOWER RANGE OF MOST VOICE-GRADE MICROPHONES, WHICH MEANS THAT THE AUDIO CAN BE DISTORTED OR "CLIPPED".

SHOULD I USE HEADPHONES OR SPEAKERS FOR MY LESSON?

- HEADPHONES WILL BE BETTER. USING HEADPHONES PREVENTS AUDIO FEEDBACK. THEY ALSO BLOCK OUT SOME OF THE SURROUNDING NOISES SO YOU CAN HEAR KATHLEEN BETTER AND FOCUS ON YOUR LESSONS.

WHY CAN THE VIDEO/AUDIO QUALITY BE SO LOW AT TIMES?

- YOU CAN IMAGINE THE FLOW OF DATA BETWEEN YOUR PLACE AND KATHLEEN'S PIANO STUDIO LIKE A PIPE. ANYTIME THERE IS A RESTRICTION ON THE DATA FLOW (IMAGINE A SMALLER DIAMETER PIPE SECTION THERE), THE QUALITY DROPS OR IT FREEZES. WE HAVE PROVIDED THE BEST QUALITY WE CAN AT OUR END WITH A POWERFUL DEDICATED COMPUTER AND HARDWIRED, HIGH-SPEED INTERNET. BUT THERE COULD BE A RESTRICTION AT YOUR END. THE MOST COMMON REASONS FOR THIS ARE THESE:
 - USING WIFI OR CELLULAR DATA FOR YOUR INTERNET CONNECTION.
 - USING A DEVICE (COMPUTER/TABLET/PHONE) THAT HAS A LOT OF BACKGROUND APPS OR PROGRAMS RUNNING. *(CLOSE THOSE!)*
 - USING AN OLD DEVICE (COMPUTER/TABLET/LAPTOP) THAT HAS A SLOW PROCESSOR AND CANNOT RENDER THE GRAPHICS AND AUDIO QUICKLY.
 - OTHER DATA USERS AT YOU HOUSE USING YOUR ROUTER BANDWIDTH BY DOWNLOADING OR STREAMING MUSIC, VIDEO, OR GAMES.

IF YOU CANNOT HEAR KATHLEEN:

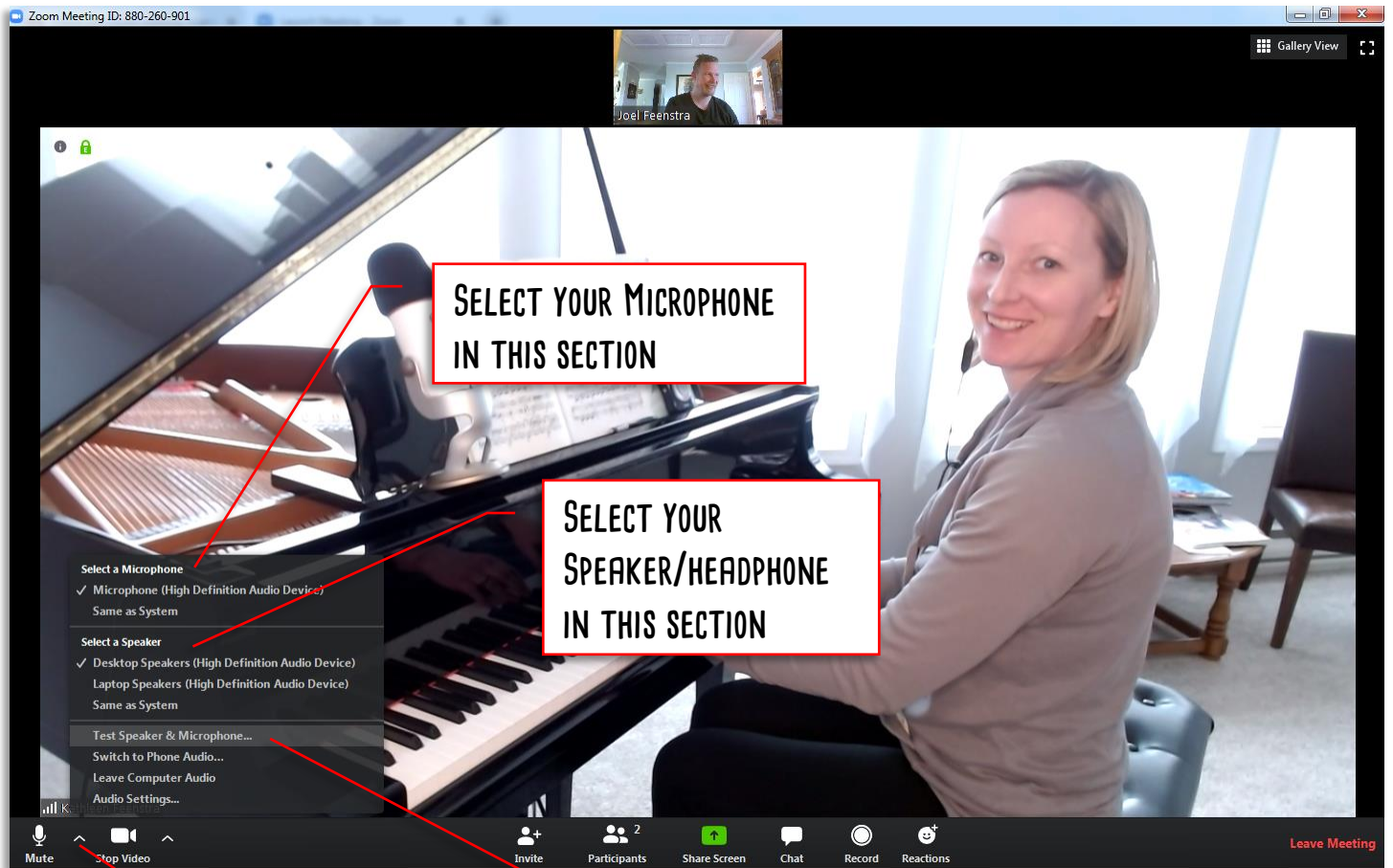
- USE THE "CHAT" FUNCTION TO SEND A TYPED MESSAGE TO LET HER KNOW THAT!
- CHECK THAT YOUR SPEAKERS ARE ON AND THE VOLUME IS HIGH ENOUGH.
- MAKE SURE YOUR SPEAKERS ON YOUR COMPUTER/TABLET/PHONE ARE NOT ON MUTE.
- IF YOU HAVE HEADPHONES PLUGGED INTO THE DEVICE, USUALLY THE AUDIO WILL BE DIVERTED THERE BY DEFAULT. USE THE HEADPHONES, OR ELSE UNPLUG THEM IF YOU ARE NOT USING THEM.
- CHECK THAT YOU HAVE THE RIGHT DEVICE SELECTED. IF YOUR COMPUTER/TABLET/PHONE HAS SEVERAL DIFFERENT AUDIO OUTPUT DEVICES (*BLUETOOTH SPEAKERS, HEADPHONES, WIRED SPEAKERS, ETC*) PAIRED TO IT, IT MIGHT BE SENDING THE AUDIO SIGNAL TO ONE OF THEM WHERE YOU CAN'T HEAR IT.
 - OPEN THE AUDIO SETTINGS IN ZOOM AND SELECT THE CORRECT SPEAKER DEVICE YOU WANT TO BE PLAYING. (*SEE THE PICTURE ON THE NEXT PAGE*)

IF KATHLEEN CANNOT HEAR YOU:

- SHE WILL USE THE "CHAT" FUNCTION TO SEND A TYPED MESSAGE TO YOU KNOW THAT!
- MAKE SURE THAT YOU ARE FACING AND CLOSE ENOUGH TO YOUR MICROPHONE. NOT ALL MICS CAN PICKUP SOUND FROM MORE THAN A FEW FEET AWAY.
- MAKE SURE YOUR MICROPHONE SETTING ON YOUR COMPUTER/TABLET/PHONE IS NOT ON MUTE.
- CHECK THAT YOU HAVE THE RIGHT DEVICE SELECTED. IF YOUR COMPUTER/TABLET/PHONE HAS SEVERAL DIFFERENT AUDIO INPUT DEVICES (*BLUETOOTH HEADSETS, WEB CAMERA, ETC*) PAIRED TO IT, IT MIGHT BE TRYING TO TAKE THE AUDIO IN VIA ONE OF THEM THAT IS NOT ACTUALLY ACTIVE.
 - OPEN THE AUDIO SETTINGS IN ZOOM AND SELECT THE CORRECT MICROPHONE DEVICE YOU WANT TO BE PLAYING. (*SEE THE PICTURE ON THE NEXT PAGE*)

AUDIO SETTINGS IN ZOOM

(DESKTOP/LAPTOP/TABLET VERSION - MOBILE IS SLIGHTLY DIFFERENT)



YOU CAN USE THIS TOOL TO TEST YOUR SPEAKERS AND MICROPHONE

BRING YOUR MOUSE TO THE BOTTOM OF THE SCREEN TO BRING UP THE TOOLBAR. THEN CLICK HERE TO OPEN THE AUDIO SETTINGS