Zoom Rooms Presentation Audio Not Transmitting to Far-End Participants

Contents

Issue

When using the Zoom Rooms app on Cisco RoomOS devices, shared content audio is heard locally in the room but is not received by Zoom far-end participants during content sharing.

Environment

- Cisco Room Bar, Room Bar Pro, and Room Kit EQ devices
- RoomOS 26.7.1.12 67c6e508983 and beta releases 26.8.0.45 and 26.7.1.9
- Zoom Rooms app
- HDMI content input sources

Resolution

The issue has been identified as specific to beta RoomOS releases and appeared in Stable as of RoomOS 26.7.1.12 67c6e508983. Several resolution approaches are available:

Workaround: Set MuteOnInactiveVideo: On

If remaining on beta software is required, this workaround can restore content audio functionality:

Set **xConfiguration Audio Input HDMI VideoAssociation MuteOnInactiveVideo: On** from the xAPI (Control Hub, web GUI, or SSH)

The fix takes effect immediately with no reboot needed.

Downgrade

Otherwise, testing confirmed that the issue does not reproduce on stable release 26.7.1.7.

Beta Software Support

For issues specific to beta RoomOS releases, engage the beta program team through gobeta.webex.com, as TAC does not provide support for beta software versions.

Cause

The bug ID for this issue is CSCwv69616

Related Content

- Zoom Music Mode and Original Sound Settings
- Cisco Technical Support & Downloads