



This guide contains information to assist you in the set-up and troubleshooting of Zoom.

## **GET GOING WITH ZOOM. PRE-WORK FOR CLASS**

Though Zoom is a fairly intuitive platform, you will need to go to the Zoom site and test a few things out prior to your class.

Join a Zoom test meeting to familiarize yourself with the layout and test your microphone and speakers prior to your class date. Please [Join a Test Meeting](#) and read through the instructions on the page beginning with 'Instructions.' Click on the test link and walk through the numbered steps.

If you do not have audio on your computer you may still join the online meeting then use a telephone to call in through one of the phone numbers on the meeting invite you will be receiving. If you do not have video on your computer you may still participate in the online meeting, just with a black screen and your name in white letters.

## **SPECIAL NOTES ON COMPUTER CLASSES**

Students will find optimal success if they have TWO monitors (or dual monitors) as it will be challenging to look at what is being modeled and use their own version to follow along.

Please run any system updates that may exist for your computer and software.

The version on a student's computer may differ from the one being used by the instructor. Every effort will be made to take differences in versions into consideration.

# TROUBLESHOOTING AUDIO ISSUES IN ZOOM

Entering a web meeting in Zoom and realizing your microphone or speakers aren't working can be stressful and frustrating. It's also one of the most common technical difficulties confronting Zoom users. In this troubleshooting guide you will learn nine approaches to correcting your audio problems in Zoom.

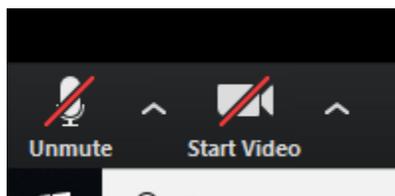
**Notice:** If you need to access audio in a Zoom meeting immediately, skip to **Solution #10** for instructions on dialing into the meeting using your landline or smart phone.

Perform the following troubleshooting solutions below (in the order of complexity):

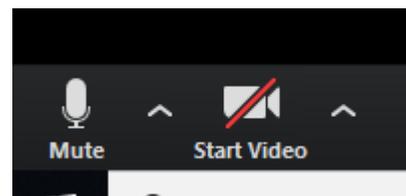
- [Solution #1: Make sure you aren't muted](#)
- [Solution #2: Check your speaker and microphone volume levels](#)
- [Solution #3: Run the Test Speaker and Microphone Tool](#)
- [Solution #4: Unplug your USB device, and plug it back in](#)
- [Solution #5: Exit the Zoom room completely, then re-enter the Zoom room](#)
- [Solution #6: Restart your computer](#)
- [Solution #7: Close all conflicting applications on your computer](#)
- [Solution #8: Disable /enable your audio device\(s\) in Windows / MacOS](#)
- [Solution #9: Connect with an IT professional](#)
- [Solution #10: Call-in to your Zoom meeting by phone](#)

## Solution #1: Make sure you aren't muted

Zoom rooms are often set up to automatically mute users upon entry. Look in the lower left hand corner of the Zoom window to see if your microphone is muted. If it is, **click the microphone icon to unmute**.



*Microphone Muted*



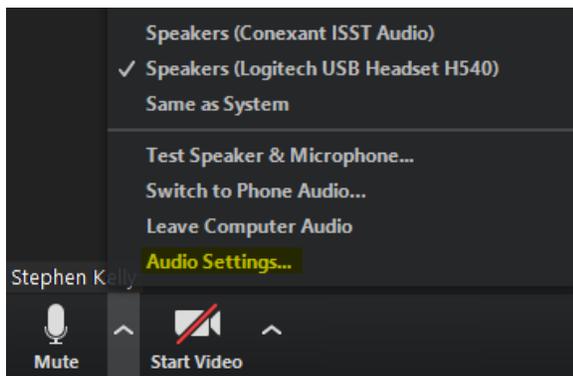
*Microphone Unmuted*

*Mobile app users:* Same basic process.

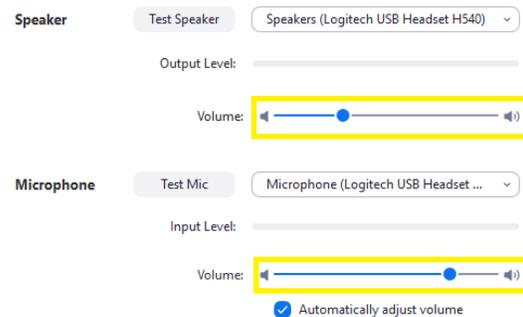
## Solution #2: Check your speaker and microphone volume levels

Zoom uses your operating system volume levels to inform its use of your speaker and microphone, and on occasion you may adjust these down while using another application.

To check your volume levels, **click the carat icon** next to the microphone icon. **Choose the Audio Settings option. Adjust your speaker and microphone levels using the sliders.** The checkbox for automatically adjusting your microphone may be checked. It is recommended you keep this checked, but if you wish to manually set your microphone volume, you may deselect it and set the volume manually.



*Select Audio Settings*



*Adjust volume levels using the sliders*

If your audio is still not working correctly, move to Solution #3.

*Mobile app users:* there is no comparable audio settings option in the mobile app. Adjust the volume level of your mobile device using the device's volume buttons. These are typically located on the side of the device.

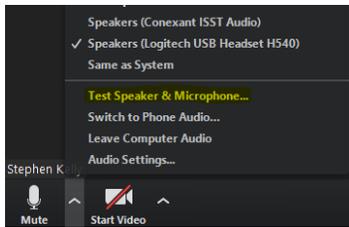
## Solution #3: Run the Test Speaker and Microphone Tool

If Zoom is not automatically detecting your microphone and speaker, then the Test Speaker and Microphone Tool allows you to manually choose the speaker and microphone you would like Zoom to use.

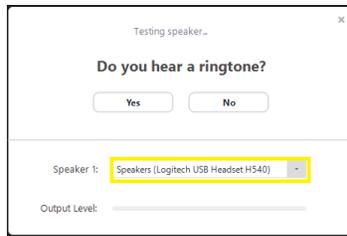
**Click the carat icon** next to the microphone icon. **Choose the option Test Speaker & Microphone.** Allow the tool to walk you through the steps, checking your speaker and microphone volumes. Be sure to **use the dropdown options to select**

**the correct speaker and microphone you would like to use.** Once you've completed each step of the tool, **click Finish.**

*(See next page for screen captures)*



Select Test Speaker & Microphone



Choose a speaker from the dropdown



Choose a microphone from the dropdown

*Mobile app users:* No equivalent process exists for the mobile app since most mobile devices only support the on board speaker and microphone.

### Solution #4: Unplug your USB device, and plug it back in

Many USB devices (like headsets) require drivers or similar software to communicate with your computer. These are often automatically loaded when a device is inserted into a USB port. **Unplug your device(s), and plug them into your computer again.** Wait up to 10 seconds, make sure your speaker and microphone are on in Zoom, then see if you can hear others and if they can hear you. If you cannot hear them or they cannot hear you, **repeat Solution #1, Solution #2, and Solution #3.**

*Mobile app users:* Same basic process if your mobile device supports a USB device, except skip Solution #2 and Solution #3 when using the mobile app.

### Solution #5: Exit the Zoom room completely, then re-enter the Zoom room

Occasionally Zoom can load without identifying your audio devices, and this can cause audio failure. **Exit out of the Zoom room completely, then re-enter the Zoom room the same way you entered the first time.** If your speaker and audio are not immediately functioning, repeat Solution #1, Solution #2, and Solution #3.

*Mobile users:* Same basic process, except skip Solution #2 and Solution #3 when using the mobile app.

### Solution #6: Restart your computer

Sometimes the best thing to do is simply **restart your computer.** This does work on a surprising number of occasions. Power your system down, then power it back up.

*Mobile app users:* Same basic process.

## **Solution #7: Close all conflicting applications on your computer**

*Caution: only pursue this solution if you are comfortable shutting down programs that are running on your computer. Do not close programs you are unfamiliar with as this could cause your computer to stop working properly and require a restart.*

Most audio devices may only be used by one application at a time. For instance, if you have Dragon Naturally Speaking running on your computer, and it is currently accessing your microphone, then Zoom may not be able to also access your microphone.

**Close any programs on your computer you think may be preventing Zoom from accessing your speaker or microphone by pressing ctrl + alt + delete (Windows) or option + command + escape (Mac).**

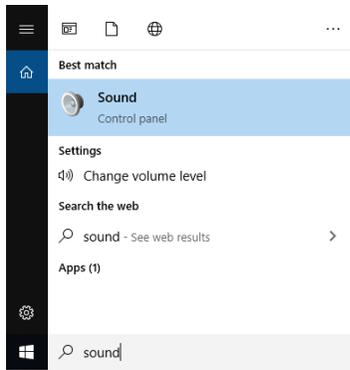
*Mobile app users:* close all non-system apps running on your mobile device, especially social media and music apps that may use your microphone or speaker.

## **Solution #8: Disable /enable your audio device(s) in Windows / MacOS**

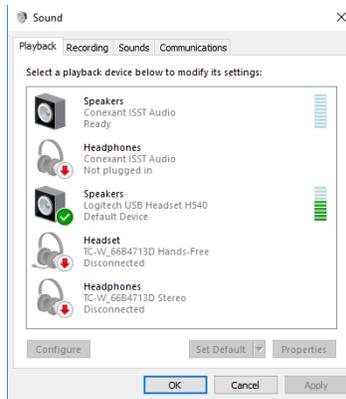
On startup, your computer may be choosing to select a default speaker or microphone that is different from the ones you would like to use. You can set the default speaker and microphone.

### **Windows 10**

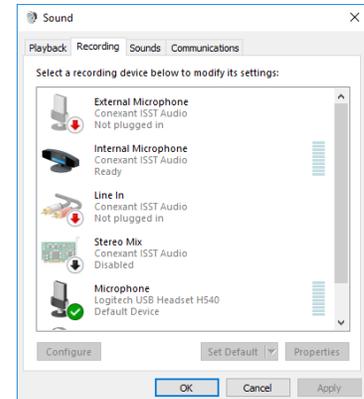
In Windows 10, type “sound” in the search input field on your toolbar. Choose **Sound Control Panel** from the results. On the Playback tab, **choose the speaker that you would like to make your default speaker device. Click Set Default.** On the Recording tab, **choose the microphone that you would like to make your default microphone device. Click Set Default.** Click the OK button.



*Search Sound for Sound  
Control Panel*



*Set your preferred speaker a  
default*



*Set your preferred  
microphone as default*

## Mac OS

Please refer to the page [Set up audio devices in Audio MIDI Setup](#) on Mac for guidance on setting default sound devices on a Mac computer.

*Mobile app users:* No equivalent process exists for the mobile app since most mobile devices only support the on board speaker and microphone.

## Solution #9: Connect with an IT professional

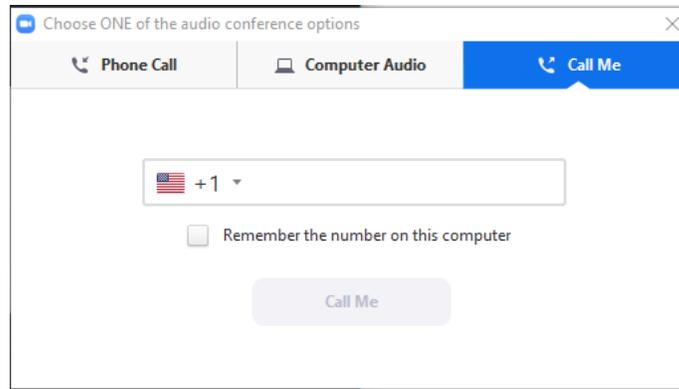
If all the previous solutions fail to solve your audio problems, contact an IT professional within your organization for further assistance. There is likely a more complex issue occurring with your computer or mobile device.

For immediate access to Zoom meeting audio, go to Solution #10.

## Solution #10: Call-in to your Zoom meeting by phone

Due to the unpredictability of mobile phone reception and wifi, calling in to a Zoom meeting by phone may not offer the best audio experience, but in a pinch, it will allow you to communicate and participate, and sometimes this is all you need.

To call in to a Zoom meeting using a standard computer or laptop, **choose the Call Me option** when you first enter the Zoom room, and **enter the phone number you would like Zoom to call you at. Click Call Me.** Zoom will call that number and you will then be connected by phone to the meeting.



*Enter your phone number, click Call Me*

*Mobile app users:* This option works if you are on a tablet device. In testing, attempting to call a mobile phone that currently has the Zoom app open can fail. If you must use a mobile phone for calling in, make every effort to use an alternate computer to run your video.



This work is licensed under a [Creative Commons Attribution 4.0 International License](https://creativecommons.org/licenses/by/4.0/)