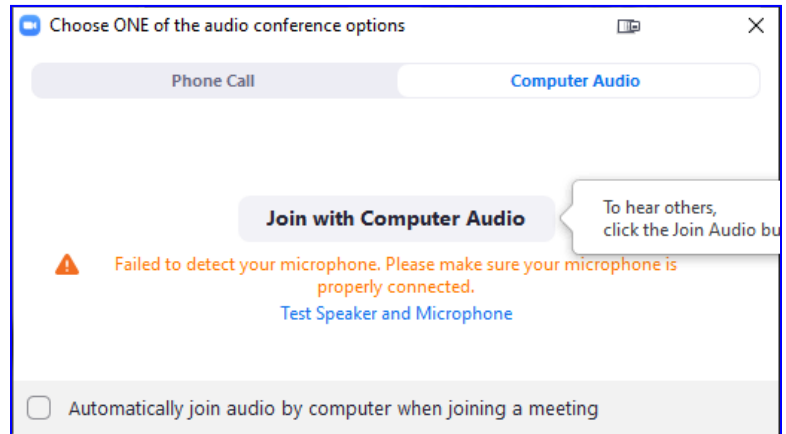


# Sound Issues with Zoom

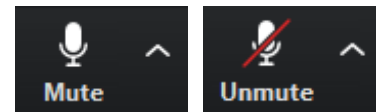
## No One Can See or Hear You.

The most common reason for this issue is that your computer does not have a camera or microphone.

If you receive the message to the right, it is possible you do not have a webcam, speakers, or a microphone on your computer. If this is the problem, you can purchase a headset or use one you already have.

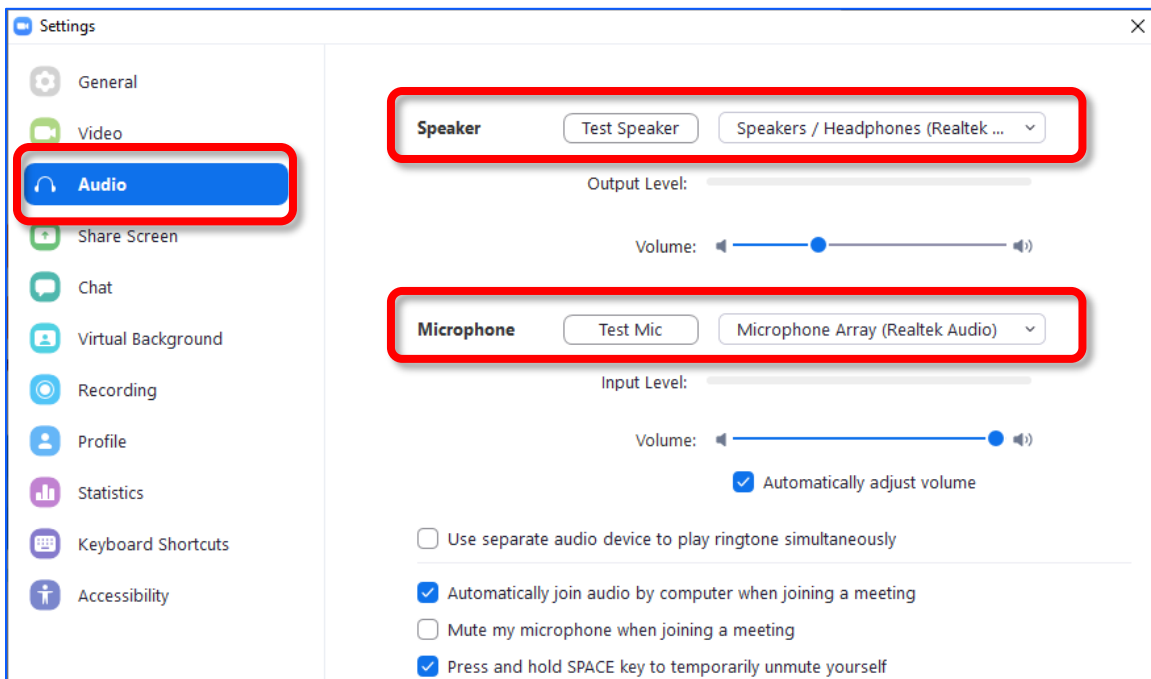
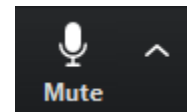


If you are certain you have a camera and microphone, check that **Mute** is not toggled on. If it is, click **Unmute**.

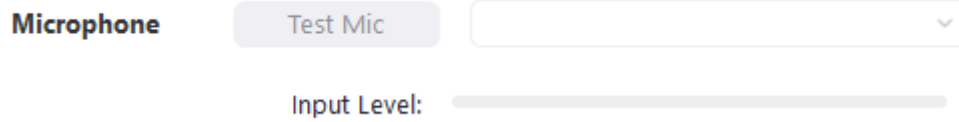


## Audio Settings

Click the carat (^) beside the mic or video icon to check your settings. See if you can select a different speaker or microphone.

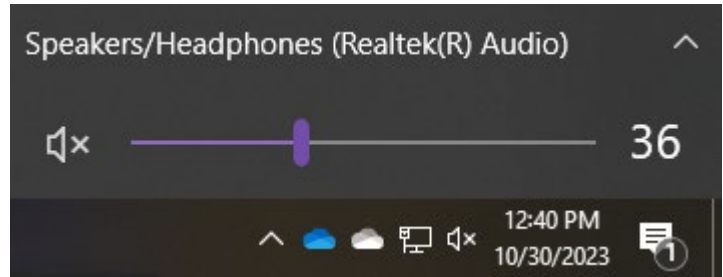


If your Microphone area is blank / grayed out, you do not have a microphone on your computer.

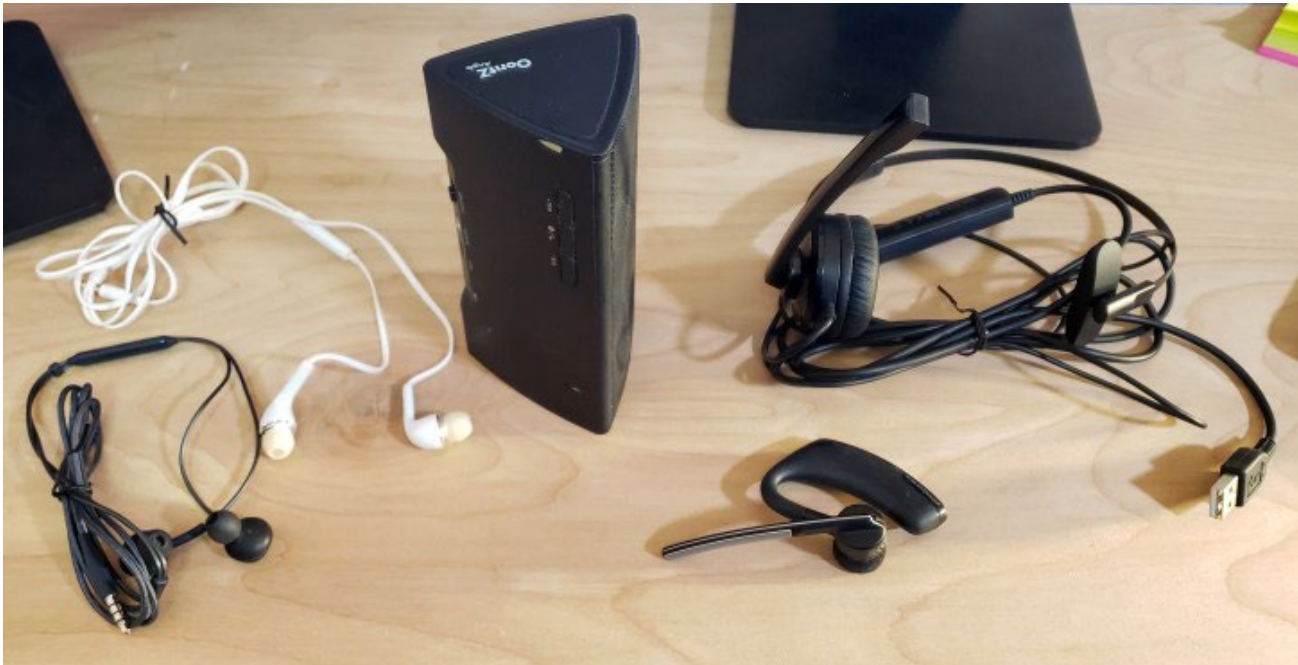


### You Can't Hear Anyone

- Check that your speakers are turned on
- Check that your speakers are working.
- Make sure your computer sound isn't muted.
- Make sure your volume is turned up.
- Check your Zoom audio settings.



### Speaker / Microphone Options



Above: Earbud headphones with microphones, Bluetooth speaker, Bluetooth headset, USB headset.



If you have an audio plug on your headset, you can plug it into a headset jack on your computer.

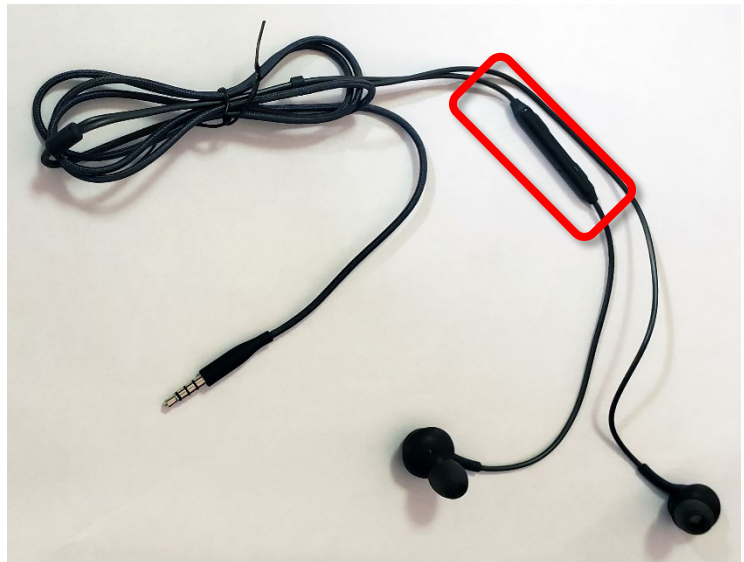


If you have a USB plug, you can plug it into a USB port on your device.

A pair of headphones with an audio jack can be used on most older computers but not most new mobile devices. The controls portion should also contain the microphone. If your headphones do not have the Controls section, they probably do not have a microphone.

Headsets with a USB plug can be used with most computers—just plug them into the USB slot.

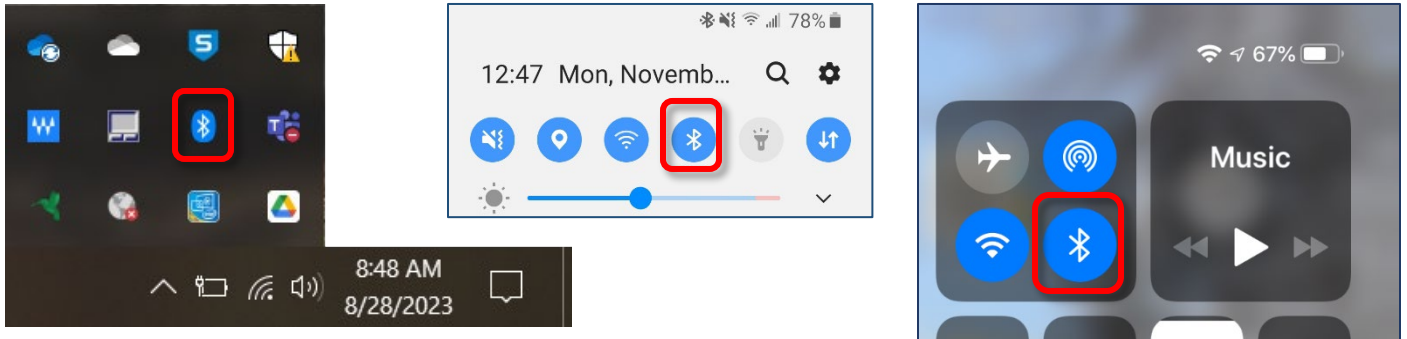
Be aware that many new phones and tablets do NOT have a headphone plug—these *require* you to use a Bluetooth speaker, headset, or headphones.



If you have a Bluetooth speaker or headphones, you can link them to your phone or tablet, or your computer if it has Bluetooth functionality.

## Bluetooth Headsets

Most laptops, and almost all tablets and phones have Bluetooth, which is a wireless technology that allows you to connect devices, such as speakers, to your device. Bluetooth headsets and speakers are easy to find almost anywhere.



On phones, long pressing the Bluetooth icon will usually bring up Bluetooth settings. On PCs, Bluetooth can be accessed from Settings or from the Notification Area.

In general, you will need to put both your phone or tablet and the Bluetooth device into pairing mode the first time you want to use the headset / speakers. But once you have paired them they will remain paired and automatically link every time you turn on the Bluetooth device.

[Connect through Bluetooth on your Android device](#)

[Pair a third-party Bluetooth accessory with your iPhone or iPad](#)

## Calling in to a Zoom Class

If your speakers are broken (or you do not have any) you can dial into a Zoom session for audio.

1. Open the email with your Zoom meeting information.
2. Pick up your telephone. This can be a land line or a cell phone.
3. Dial one of the numbers in the **Dial by your location** section.
  - 888 475 4499 US Toll-free
  - 877 853 5257 US Toll-free
4. Your call is automatically answered, and you are prompted to enter your Meeting ID. This is the eleven digit number unique to your class or meeting. Use the number pad on your phone to punch in this number.
5. The system will ask you for your personal id—you do not have to enter anything here.
6. You have now joined the meeting.
7. Use \*6 to mute and unmute your microphone during the meeting.