

## OVERVIEW

There are two ways to join meeting audio, [joining via computer](#) or [joining via telephone](#). Follow these sections to test your audio before or after joining a meeting.

You can also join a test meeting if you want to test your audio and familiarize yourself with meeting controls.

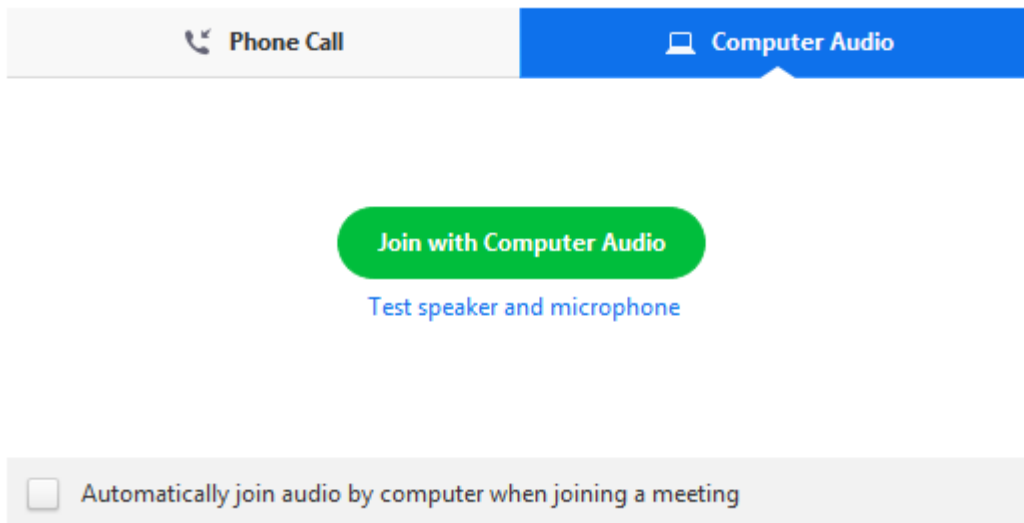
## PREREQUISITES

- Microphone, such as the built in microphone, a USB microphone or an inline microphone on headphones
- Speaker or headphones

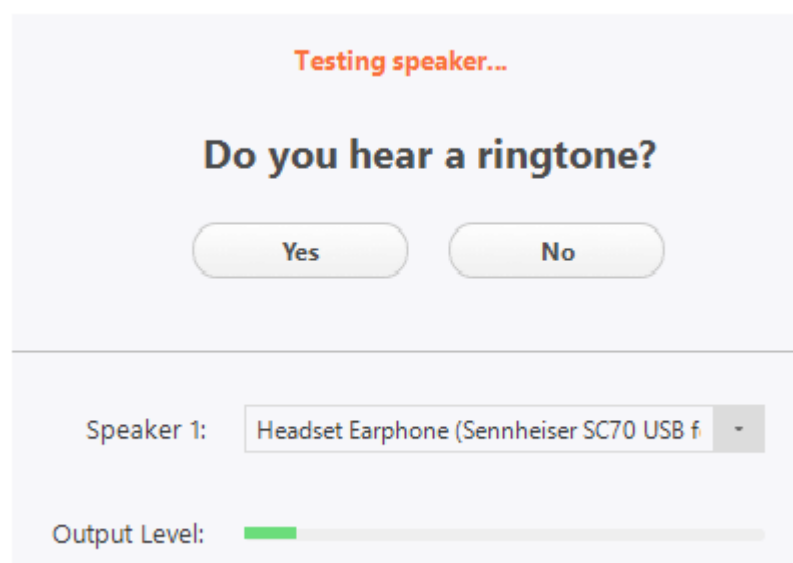
## TESTING AUDIO BEFORE JOINING A MEETING

If you haven't enabled the setting to [automatically join by computer audio](#), you can test your speaker and microphone before joining a meeting:

1. After [joining a meeting](#), click Test speaker and microphone.



2. The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click No to switch speakers until you hear the ringtone. Click Yes to continue to the microphone test.



3. If you don't hear an audio replay, use the drop-down menu or click No to switch microphones until you hear the replay. Click Yes when you hear the replay.

**Testing microphone...**

**Speak and pause, do you hear a replay?**

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Microphone 1:

Input Level:

4. Click **Join with Computer Audio**.

**Speaker and microphone looks good**

Speaker:

Microphone:

5. Click **Join with Computer Audio** to join the test meeting with the selected microphone and speakers.

Phone Call  Computer Audio

[Test speaker and microphone](#)

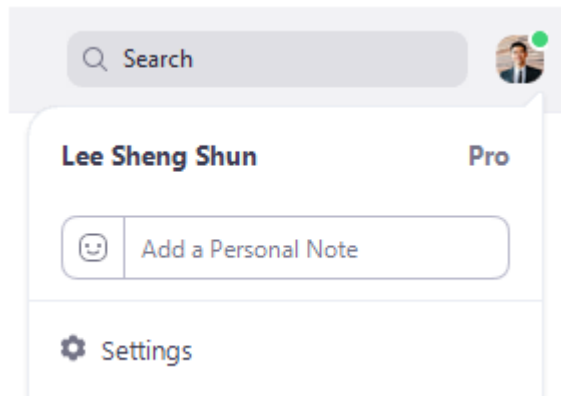
Automatically join audio by computer when joining a meeting

## TESTING AUDIO USING AUDIO SETTINGS

To test your audio, navigate to your audio settings before or during a meeting:

### Before a meeting

1. Log in to the Zoom client.
2. Click your profile picture then click **Settings**.



3. Click the **Audio** tab.

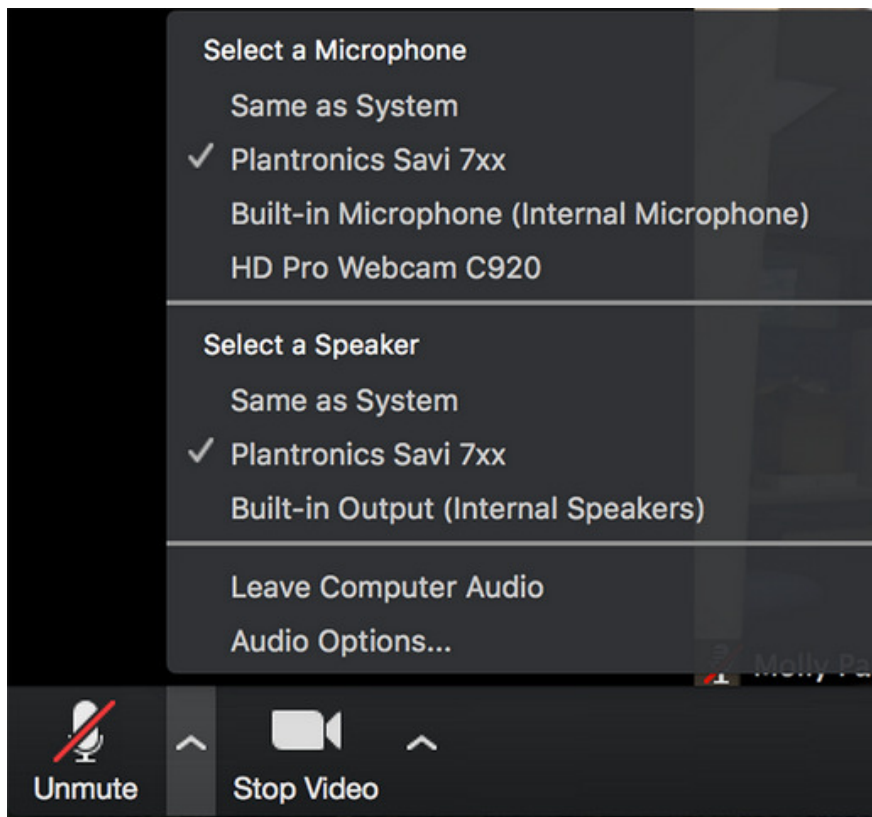


4. Follow the sections below to test your **speaker** or **microphone**

### During a Meeting

You can access your audio settings and test your audio when you are already in a meeting.

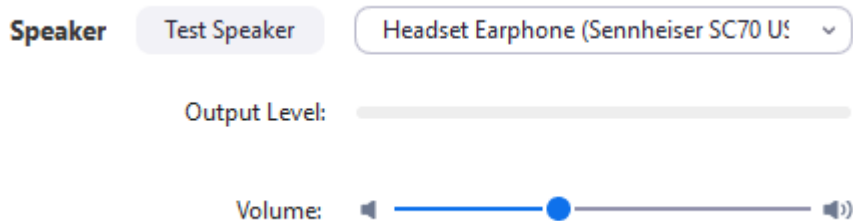
1. In the meeting controls, click the arrow next to **Mute/Unmute**.



2. Click **Audio Options**. This will open your audio settings.

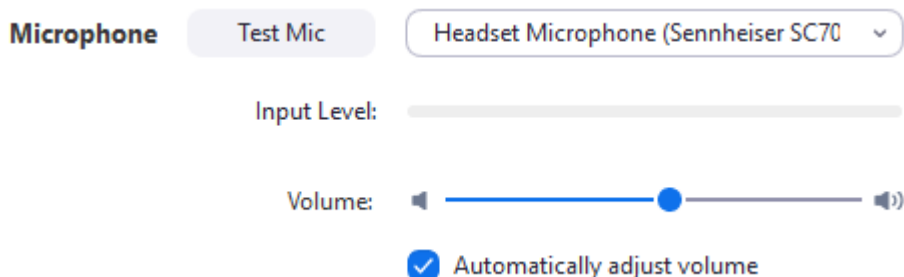
## TESTING YOUR SPEAKER

1. Click **Test Speaker** to play a test tone.
2. If you cannot hear it, select a different speaker from the menu or adjust the **Volume**.



## TESTING YOUR MICROPHONE

1. In the Microphone section, you will see the green Input Level bar move when Zoom is picking up audio.
2. Click Test Mic to test your microphone.
3. Your audio will start recording. Click Recording when you are done and it will play back. You can select another microphone from the menu or adjust the input level.
4. Check Automatically adjust microphone settings if you want Zoom to adjust the input volume automatically.



## MICROPHONE TROUBLESHOOTING

- If you are on on Mac OS 10.14 Mojave or earlier and can't access the microphone, check your operating system permissions to confirm that Zoom has access to the microphone. See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.
- If you are on Windows 10 and can't access the microphone, use the Windows search box to navigate to Microphone privacy settings. Switch on the Allow apps to access your microphone toggle, and enable access for Zoom.

Remember If there is anything that we can help you with or if you just have a query please don't hesitate to contact us on:

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or

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