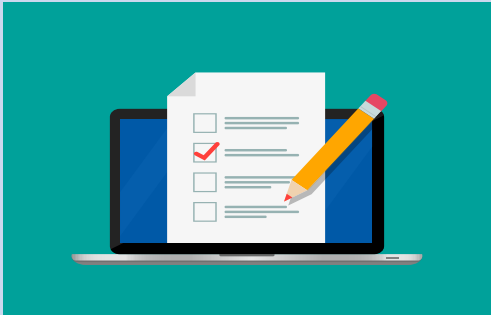


# Troubleshooting Zoom Audio Issues

## BEFORE THE MEETING



### Check Your Internet Connection

<https://www.speedtest.net>

For group video look for at least 1.0 Mbps/600 Kbps (up/down)

## 1 Install Zoom

Download the Zoom Client  
<https://zoom.us/download>



## 2 Update Zoom

Zoom should notify you of any updates when you open the client. To confirm all updates have been installed, click your **profile picture** in the top-right, then click **Check for Updates**. If an update is available, it will download, after which you need to click **Update** to install it. Zoom will automatically restart when it's done.

## 3 Conduct a Zoom Test Call (Highly recommended)

<http://zoom.us/test> or contact us to schedule a test call

## I CAN'T HEAR THEM



### Testing Speaker & Microphone

Best practice is to go to [Test Speaker & Microphone](#) using the up arrow next to the [Mute](#) button

## 1 Check your speaker volume

Confirm that your speaker volume is set to a reasonable level using the volume buttons on your device

## 2 Confirm your Zoom speaker settings

Use the up arrow next to the [Mute](#) button to access Zoom audio settings. Under [Select a Speaker](#) confirm that the correct speaker is selected

## 3 Leave and rejoin the Zoom meeting

If all else fails, try leaving and rejoining the meeting

## THEY CAN'T HEAR ME



## 1 Check your Zoom microphone settings

Use the up arrow next to the [Mute](#) button to access Zoom audio settings. Under [Select a Microphone](#) to confirm that the correct microphone is selected

## 2 Switch to phone audio

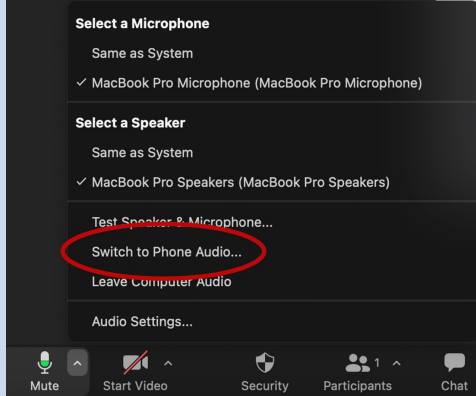
Using the up arrow next to the Mute button select [Switch to Phone Audio](#)

- Dial closest local number
- Enter Meeting ID followed by #
- Enter Participant ID followed by #
- State your name

You will be connected to the meeting audio via your phone

## 3 Leave and rejoin the Zoom meeting

If all else fails, try leaving and rejoining the meeting



## WE'RE GETTING FEEDBACK



## 1 Have multiple devices joined from the same location?

Have one of the devices mute its microphone and silence its speakers

## 2 Does someone have their microphone too close to their speakers?

Have participants individually mute/unmute themselves to identify the source of the problem

## MY AUDIO CUTS OUT



## 1 Make sure nothing else is using your connection

Disable any background downloads and VPN connections, and confirm others aren't using your bandwidth for streaming

## 2 Disable HD video and improve my appearance

Using the up arrow next to the [Start/Stop Video](#) button select [Video Settings](#). Deselect [HD](#) and [Touch up my appearance](#)

## 3 Turn off video (if not being video recorded)

Turn off camera by selecting [Stop Video](#)

## 4 Switch to phone audio

Using the up arrow next to the Mute button select [Switch to Phone Audio](#)