

Audio not working on Zoom mobile App (iOS / Android)

This article **assumes** you are already in a meeting on your mobile device.

First ensure you have joined audio in order to hear others and/or be heard.

1. Ensure that your speaker icon (top-left corner) is on. You may need to tap the screen first to see.
2. Check the volume on your mobile device using the volume buttons. You might have your phone set to mute or vibrate only
3. Try using headphones if you have them.
4. Restart your device
5. Uninstall/Reinstall Zoom on your device

Other participants cannot hear me

1. Tap the screen and verify if your microphone icon is muted, if so tap to unmute
2. If you are still muted you may have been muted upon entry. Use the chat and ask the host to unmute you.
3. Verify that you have connected your device's audio. Tap your screen if you see this icon tap it and select call via device audio. If prompted allow Zoom access to your microphone.



4. Try using a headset with a microphone

If these options do not solve your issues ensure Zoom has access to your device's microphone.

- iOS: Go to Settings > Privacy > Microphone and switch on the toggle for Zoom.
- Android: Go to Settings > Apps & notifications > App permissions or Permission Manager > Microphone and switch on the toggle for Zoom.