Muting/Unmuting and Changing Audio Settings

Audio connection problems are the most common issue we've encountered. This guide shows how you can mute and unmute yourself, and also how you can check your audio connections to ensure that you are able to hear and be heard in the meeting. Please note that the person running the meeting will be able to mute you if there is background noise or feedback, but is not able to then unmute you: if you have muted yourself in order to have a private conversation about what you're hearing, the people running the meeting do not have the power to listen in. That also means that we can't get you unmuted if you want to speak but can't get the computer to do what you want, however.

Mute and Unmute

The mute button is located in the bottom left corner of the screen (you will need to hover your mouse at the bottom of the screen to make the menu bar come up). The same button will mute your mic and then unmute it – a red bar will appear through it if you are muted.
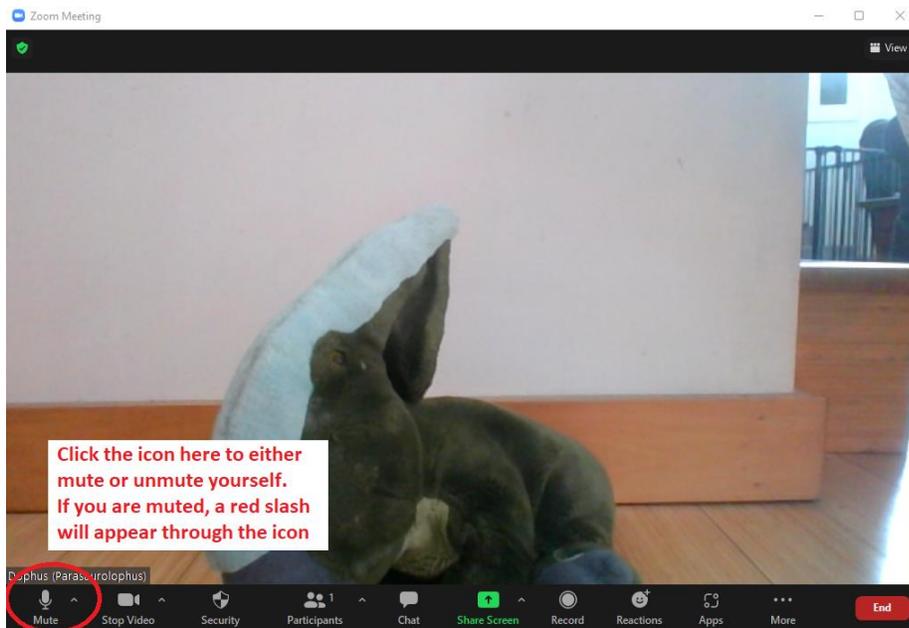
Changing Audio Settings:

The audio settings menu can be accessed through the button right next to the microphone (mute/unmute) icon. This menu will give you a number of options to manage your sound.
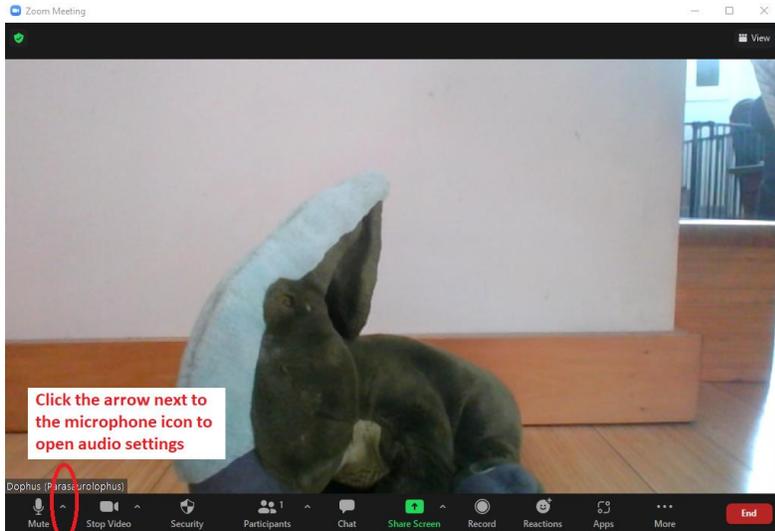
When you open this menu, you will see a number of options. If you cannot hear the meeting, see if there are multiple speaker options, and try changing the speakers that Zoom is using. If you are plugged in to an external monitor, Zoom will sometimes think that it also has your speakers. Similarly, if people cannot hear you, check to see if you are connected to the correct microphone.

If all else fails, you can also get your audio by phone while you stay on the computer for visuals. If you click "Switch to phone audio a pop-up will come up giving you a phone number, meeting ID, and participant ID. If you enter those, you will be connected to the meeting and will still be able to use the mute and unmute functions in Zoom. This will also allow you to use the raise hand function zoom, gesticulate wildly if it is not working, and make appropriate facial expressions to express your feelings about the meeting content through the video feed.