Zoom -- Audio Issues and Joining by Telephone

Quick Fix During a Meeting

No one can hear you, and you are in a Zoom meeting. Or they can you. You can’t hear them. Try this.

- Make sure you have chosen your headphones, speaker, or microphone.
- Follow the number order in screenshot below.
  - For below, speaker = headphones if you are using headphones.

Still issues?
- Uncheck automatically adjust volume to raise microphone level.
- Click “Audio Settings” & *raise* the speaker/headphone volume or microphone volume.
- Or click “Switch to Phone Audio” in the screenshot above.

Test & Change Computer Audio Settings

- [https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio](https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio)

Join by Telephone

See the Following Link

- [https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone#h_e4f1ac0b-7a0c-4b14-976e-ccec6ad484b2](https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone#h_e4f1ac0b-7a0c-4b14-976e-ccec6ad484b2)

Just need a telephone-only conference call?

- Schedule a Zoom meeting.
  - But only share 1 or 2 of the Zoom meeting phone numbers, plus the Meeting ID.
- See Zoom -- Scheduling
  - Phone number & Meeting ID are in the email or calendar invite.

International calls will cost money. International participants should attend by computer only to avoid charges.
MORE HELP?

**Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students.**

Anyone else should contact technical support for their own college, department, university, organization, or business.

Table of Contents for Sharing Links to Specific Sections Above

- Quick Fix During a Meeting
- Test & Change Computer Audio Settings
- Join by Telephone
- MORE HELP?
  - "Additional Assistance is ONLY for Drexel University - College of Computing & Informatics (CCI) instructors, faculty, professional staff, and students."