

My Audio is Not Working on iOS or Android

Troubleshooting Speaker Issues

If you cannot hear other participants in a Zoom meeting, follow these steps to troubleshoot the issue.

- Ensure your speaker is turned on. If you see the speaker icon in the top-left corner is turned off, tap it to turn on your speaker:

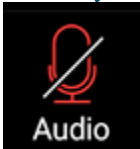


- Increase the volume on your mobile device using the volume buttons or notification panel. Even if the speaker is turned on in Zoom, your device's volume might be set to mute or vibrate only.
- Try using earphones.
- Restart your mobile device.
- Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)

Troubleshooting Microphone Issues

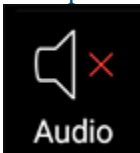
If you are experiencing issues using your microphone with the Zoom mobile app, follow these steps to troubleshoot the issue:

- Ensure the microphone is not on mute. If you see the muted **Audio** icon in the meeting controls, tap it to unmute yourself:



If you are still muted, the host may have muted you upon entering the meeting. Ask to be unmuted by sending a [chat message](#) to the host.

- Ensure you have connected your mobile device's audio. If you see the following **Audio** icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.



- Try using earphones with a microphone.
- 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 > Microphone** and switch on the toggle for Zoom.
- Ensure that no other applications are using the microphone at the same time.
 - **iOS:** Double-tap the "Home" button to view apps currently running. Swipe up to close an app.
 - **Android:** Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left of right to close an app.
- Restart your iOS device.
- Reinstall Zoom from the [Apple App Store](#) or [Google Play](#)