

# How to Fix Zoom Microphone Issues

## Check Your Microphone is Connected

If you're using an external microphone (rather than a built-in microphone on your laptop or PC), then it may not be properly connected.

For wired microphones, make sure that it is securely plugged into your computer. If it is, try using a different port to see if this makes any difference. For wireless microphones, ensure that your microphone has sufficient charge.

You can try setting up and testing a microphone on Windows or fixing audio problems on Mac to see if this helps to fix Zoom microphone troubles. If you're using a Bluetooth microphone, make sure that the Bluetooth radio is enabled on your PC or Mac.

## Join a Zoom Call with Audio

When you first start the Zoom app, a pop-up will invite you to join with audio. If you dismiss this message, you won't be able to use your microphone during your Zoom call until you join it with audio.

### To join a Zoom call with audio:

1. Move your mouse anywhere on the Zoom screen.
2. In the menu at the bottom of the screen, click **Join Audio**.  
zoom join audio type unknown
3. If you want to automatically join with audio every time you use Zoom, check **Automatically Join Audio by Computer When Joining a Meeting**.  
zoom automatically join audio type unknown
4. Click **Join with Computer Audio**.  
zoom join computer audio type unknown

# Turn Off Mute in a Zoom Call

One of the most common issues with Zoom calls is a muted microphone. There's a Zoom setting that automatically starts each call with the microphone muted.

This helps you to avoid accidentally saying something you shouldn't when Zoom is starting up and you aren't aware that others can hear you. Once you're ready to speak, you can unmute your microphone.

## To unmute your microphone in Zoom:

1. Move your mouse anywhere within the Zoom screen.
2. In the bottom menu, click **Unmute**.  
zoom microphone unmute

Image not found or type unknown

3. Other participants should now be able to hear your voice.

# Check That You've Not Been

# Muted by the Host

If you're the host of a Zoom meeting, you have additional powers beyond those of the other participants. This includes the ability to mute anyone on the call, which allows you to turn off any unwanted background noise or distractions.

If you can't be heard on Zoom, it may be that the host of the meeting has muted you. You can send them an instant message in Zoom to ask if that is the case.

## To send an instant message in Zoom:

1. Move your mouse anywhere on the Zoom screen.
2. Click **Chat** in the bottom menu.  
zoom chat

Image not found or type unknown

3. You can send the message to everyone or click the **drop-down** to select the meeting host.

1. zoom select chat

Image not found or type unknown

2. Type your message at the bottom of the chat window and press **Enter** to send it.  
zoom chat message

Image not found or type unknown

# Select the Correct Microphone in Zoom

If you have multiple audio devices set up with your computer, Zoom may be using the wrong microphone. You can quickly select which microphone you want Zoom to use from within the Zoom menu.

**To select your microphone in Zoom:**

1. Move your mouse within the Zoom window to bring up the menu.
2. Click the **arrow** next to the **Mute** icon.  
zoom audio arrow

Image not found or type unknown

3. Choose your microphone under **Select a Microphone**

.

zoom select mic

Image not found or type unknown

# Check Your Zoom Audio Settings

Zoom has some advanced audio settings that may be causing problems with your Zoom microphone. You can tweak these settings in the app to see if it will fix Zoom microphone problems.

## To change the Zoom audio settings:

1. Launch the **Zoom** app.
2. Click the **Settings**

icon in the top-right corner of the window.  
zoom settings

Image not found or type unknown

### 3. Select **Audio**

from the left-hand menu.  
zoom audio settings

Image not found or type unknown

4.



Choose the microphone you want to use by default.  
zoom select microphone

Image not found or type unknown

5. You can click **Test Mic**

to ensure this is working as expected.  
zoom test mic

Image not found or type unknown

6. At the bottom of the screen, you can change some key settings. These include automatically joining with audio, starting each meeting on mute, and only being heard

when you are holding down the Spacebar.  
zoom mic settings

Image not found or type unknown

7. Click **Advanced**

.

zoom advanced audio settings

Image not found or type unknown

8. By default, these advanced settings are set to **Auto**. If they're on a different setting, try

setting them to Auto to see if this fixes your Zoom microphone issues.  
zoom default audio settings

Image not found or type unknown

9. If not, try tweaking these settings to see if it makes any difference.

# Close Apps That Are Using Your Microphone

If another app is making use of your microphone, this could stop Zoom from being able to use it.

The first thing to do is to try closing any apps that may be using your audio devices. Apps such as Apple Music, Skype, or Microsoft Teams may all make use of your microphone. Closing these apps completely might fix your Zoom microphone issues.

If this doesn't work, try using the Mac Activity Monitor or Windows Task Manager to close any processes that could be using your audio devices.

# Ensure Zoom Has Permission to Use Your Microphone

Apps need permission to use hardware devices such as webcams and microphones. If Zoom hasn't been granted the correct permissions, it may not be allowed to access your microphone. You can change these permission settings with just a few clicks.

## To allow Zoom to access your microphone on Windows:

1. Click the **Start** icon.  
windows start icon

Image not found or type unknown

2. In the **Pinned** apps, click **Settings**

.

windows settings

Image not found or type unknown

3. From the left-hand menu, select **Privacy & Security**

.

windows privacy security settings

Image not found or type unknown

4. Scroll down and click **Microphone** under **App Permissions**



.

windows microphone settings

Image not found or type unknown

5. Ensure that both **Microphone Access** and **Let Apps Access Your Microphone** are set to the **On**

position.

windows microphone access

Image not found or type unknown

6. Scroll down and ensure that **Zoom** is also set to **On**

.

windows zoom mic access

Image not found or type unknown

**To allow Zoom to access your microphone on Mac:**

1. Launch **System Preferences**

.

mac system preferences

Image not found or type unknown

2. Select **Security & Privacy**

mac security and privacy

Image not found or type unknown

3. Click the **Privacy**

tab.  
mac privacy tab

Image not found or type unknown

4. Select **Microphone** from the left-hand menu and ensure that **Zoom**

is checked.  
mac microphone access

Image not found or type unknown

# Update Your Device Drivers

If you're having issues with your microphone in Windows, you may need to check that your device drivers are up-to-date. Updating these drivers can often fix audio issues on Windows PCs.

## To update audio drivers in Windows:

1. Open the **Start menu**

.

windows start icon

Image not found or type unknown

2. In the search bar, type **Device Manager** and select the **Device Manager**



app.  
windows device manager

Image not found or type unknown

3. In **Device Manager**, open the **Audio Inputs and Outputs**

category.  
windows device audio inputs

Image not found or type unknown

4. Right-click your webcam and select **Update Driver**

.

windows update driver

Image not found or type unknown

5. Select **Search Automatically for Drivers**

.

windows search automatically

Image not found or type unknown

6. If there is an update available, follow the instructions to install it. You may need to restart your computer for the changes to take effect.

## Restart Your Computer

It may be a cliché, but for a good reason: if you're having trouble with your computer, try turning it off and on again.

Restarting your computer may help to clear any problems that are stopping your microphone from working with Zoom. It may also shut down any processes that are hogging your audio devices and not playing nicely with Zoom.

# Reinstall Zoom

If none of the fixes above work, you may want to consider uninstalling Zoom and reinstalling it. This may fix any problems with your current installation.

## To uninstall Zoom on Windows:

1. Open the **Start menu**.  
windows start icon

Image not found or type unknown

2. Select **Settings**

.

windows settings

Image not found or type unknown

3. From the left-hand menu, select **Apps**.  
windows apps menu

Image not found or type unknown

4. Click **Apps & Features**

.

windows apps features

Image not found or type unknown

5. Scroll down to **Zoom** and click the **three dots**

icon.

windows zoom menu

Image not found or type unknown

6. Select **Uninstall**



.

windows uninstall zoom

Image not found or type unknown

7. Once the process is complete, install the Zoom app again.

#### **To uninstall the Zoom app on Mac:**

1. Launch **Zoom**.
2. Click **Zoom.us**

in the menu bar.  
mac zoom menu

Image not found or type unknown

3. Click **Uninstall Zoom**.  
mac uninstall zoom

Image not found or type unknown

- 4.

Confirm you want to uninstall the app.  
confirm uninstall zoom mac

Image not found or type unknown

5. Zoom will uninstall. Once completed, reinstall the Zoom app.

---

Revision #1

Created Fri, Oct 18, 2024 2:14 PM by FAZILAH BT. BASARUDDIN

Updated Fri, Oct 18, 2024 2:19 PM by FAZILAH BT. BASARUDDIN