Zoom Testing computer or device audio

Overview

There are two ways to join meeting audio, joining via computer or joining via telephone. Follow these sections to test your audio before or after joining a meeting.

You can also join a test meeting if you want to test your audio and familiarize yourself with meeting controls.

Prerequisites

- Microphone, such as the built in microphone, a USB microphone or an inline microphone on headphones
- Speaker or headphones

 Windows | Mac

Testing Audio Before Joining a Meeting

If you haven't enabled the setting to automatically join by computer audio, you can test your speaker and microphone before joining a meeting:

1. After joining a meeting, click **Test speaker and microphone**.

2. The meeting will display a pop-up window to test your speakers. If you don't hear the ringtone, use the drop-down menu or click **No** to switch speakers until you hear the ringtone. Click **Yes** to continue to the microphone test.

Testing speaker...

Do you hear a ringtone?

[Yes]   [No]

Speaker 1:   Headset Earphone (Sennheiser SC70 USB f   ▾

Output Level: ▬▬

3. If you don't hear an audio replay, use the drop-down menu or click **No** to switch microphones until you hear the reply. Click **Yes** when you hear the replay.

Testing microphone...

Speak and pause, do you hear a replay?

[Yes]   [No]

Microphone 1:   Headset Microphone (Sennheiser SC70 US   ▾

Input Level:

4. Click **Join with Computer Audio**.

Speaker and microphone looks good

Speaker: Headset Earphone (Sennheiser SC70 USB for |

Microphone: Headset Microphone (Sennheiser SC70 USB fo

Join with Computer Audio
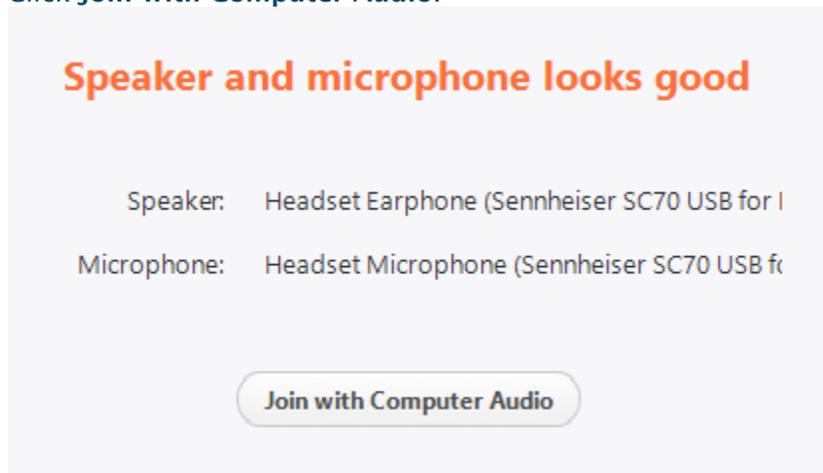
5. Click **Join with Computer Audio** to join the test meeting with the selected microphone and speakers.

Phone Call   Computer Audio

Join with Computer Audio

Test speaker and microphone

Automatically join audio by computer when joining a meeting
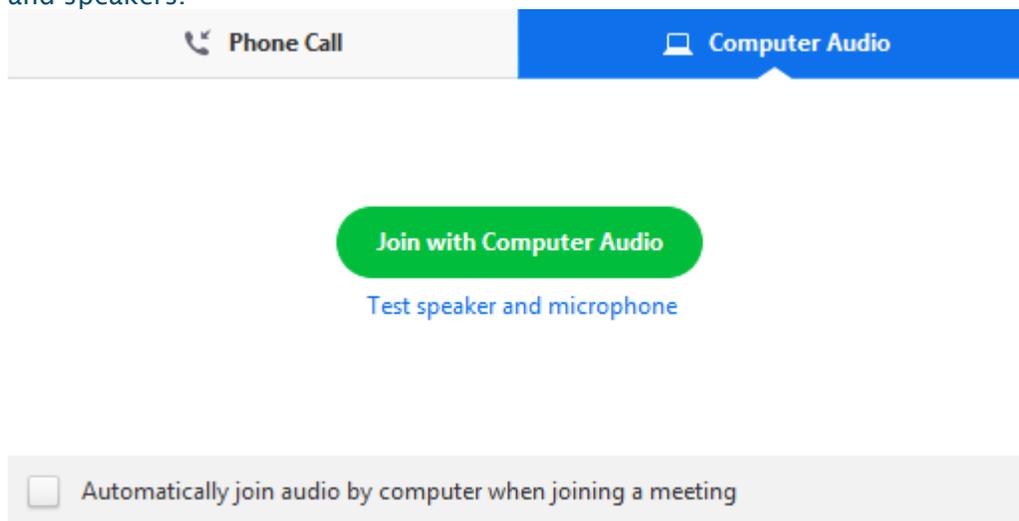
Testing Audio Using Audio Settings

To test your audio, navigate to your audio settings before or during a meeting:

Before a meeting

1. Log in to the Zoom client.

2. Click your profile picture then click **Settings**.
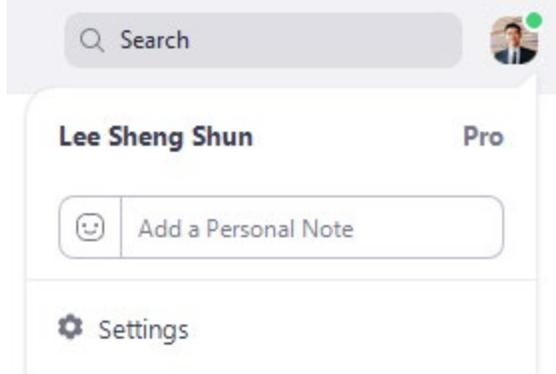
3. Click the **Audio** tab.

4. Follow the sections below to test your [speaker](#) or [microphone](#).

During a Meeting

You can access your audio settings and test your audio when you are already in a meeting.

Select a Microphone

Same as System

✓ Plantronics Savi 7xx

Built-in Microphone (Internal Microphone)

HD Pro Webcam C920

Select a Speaker

Same as System

✓ Plantronics Savi 7xx

Built-in Output (Internal Speakers)

Leave Computer Audio

Audio Options...

Unmute   Stop Video
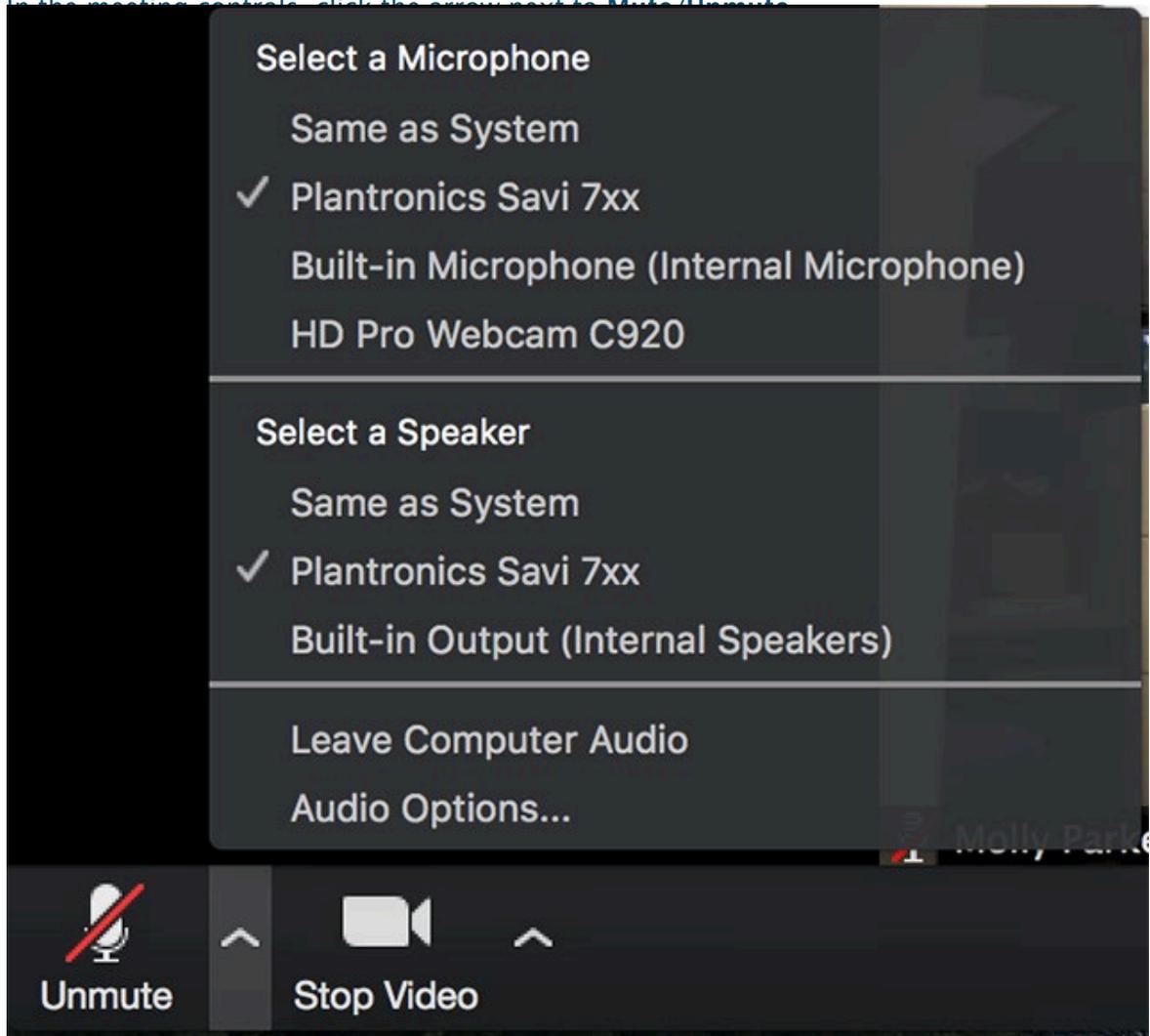
2. Click **Audio Options**. This will open your audio settings.

Testing your Speaker

1. Click **Test Speaker** to play a test tone.

2. If you cannot hear it, select a different speaker from the menu or adjust the **Volume.**

Speaker   Test Speaker   Headset Earphone (Sennheiser SC70 US ⌄

Output Level:

Volume:
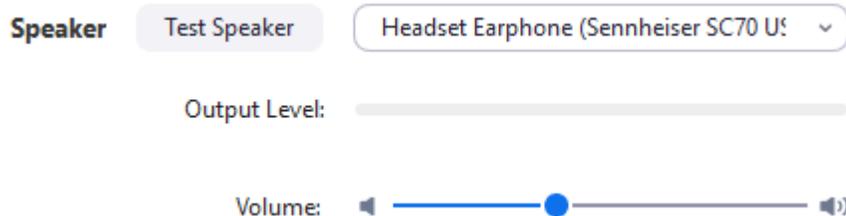
[Learn more about audio settings](#).

Testing your Microphone

1. In the **Microphone** section, you will see the green **Input Level** bar move when Zoom is picking up audio.
2. Click **Test Mic** to test your microphone.
3. Your audio will start recording. Click **Recording** when you are done and it will play back. You can select another microphone from the menu or adjust the input level.
4. Check **Automatically adjust microphone settings** if you want Zoom to adjust the input volume automatically.
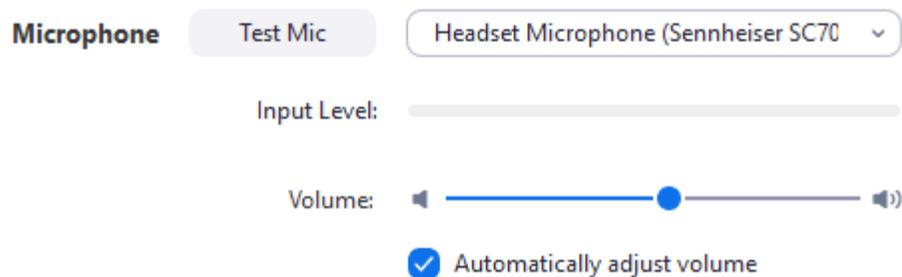
[Learn more about audio settings](#).

Microphone Troubleshooting

- If you are on on Mac OS 10.14 Mojave or earlier and can't access the microphone, check your operating system permissions to confirm that Zoom has access to the microphone. [See Using the Zoom Client and Zoom Rooms with Mac OS 10.14 Mojave for more information.](#)
- If you are on Windows 10 and can't access the microphone, use the Windows search box to navigate to **Microphone privacy settings**. Switch on the **Allow apps to access your microphone** toggle, and enable access for Zoom.