When you sign up for Zoom you must give permission for your computer/tablet/phone to allow Zoom access to your computer/tablet/phone's internal microphone and camera. If you don't, then YOU cannot be heard or seen on Zoom. You can always turn off the camera (video of you) or mute (your talking and home background sound) any time during a meeting if you choose.

If you can't figure out the problem by looking at computer/tablet/phone app permissions, then delete the Zoom app and reinstall it. When it installs it will take you through the setup permissions and instructions for testing sound and video, and that may straighten out any problems.
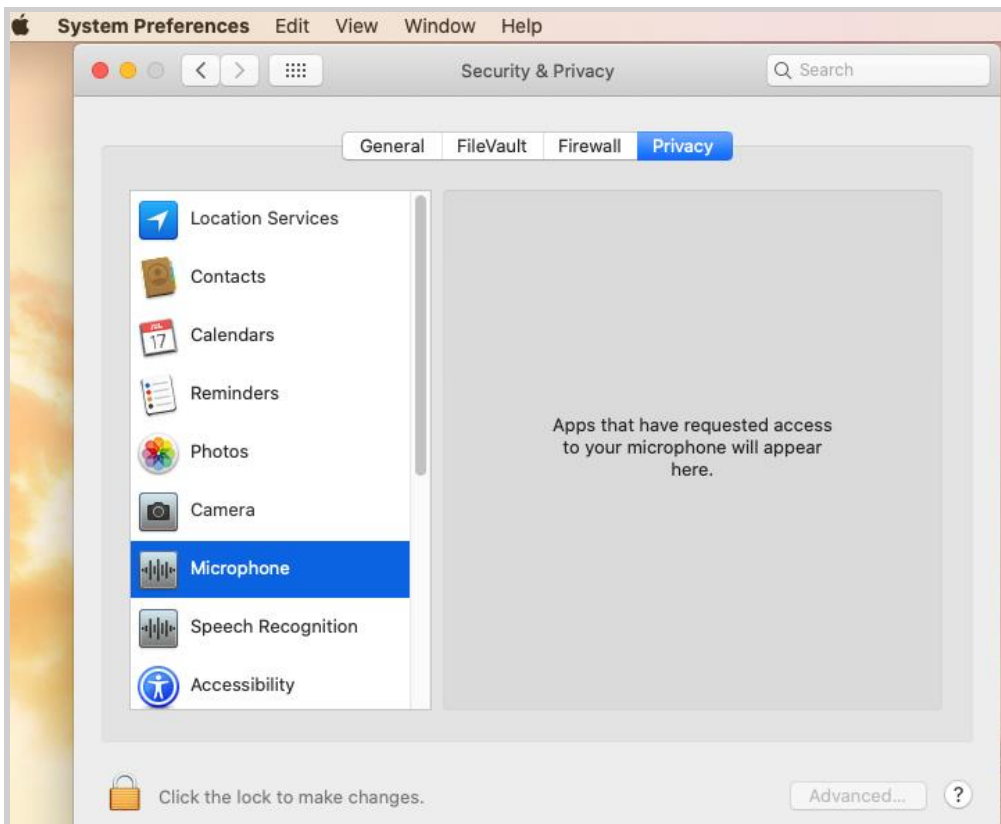
Sample for iPad:
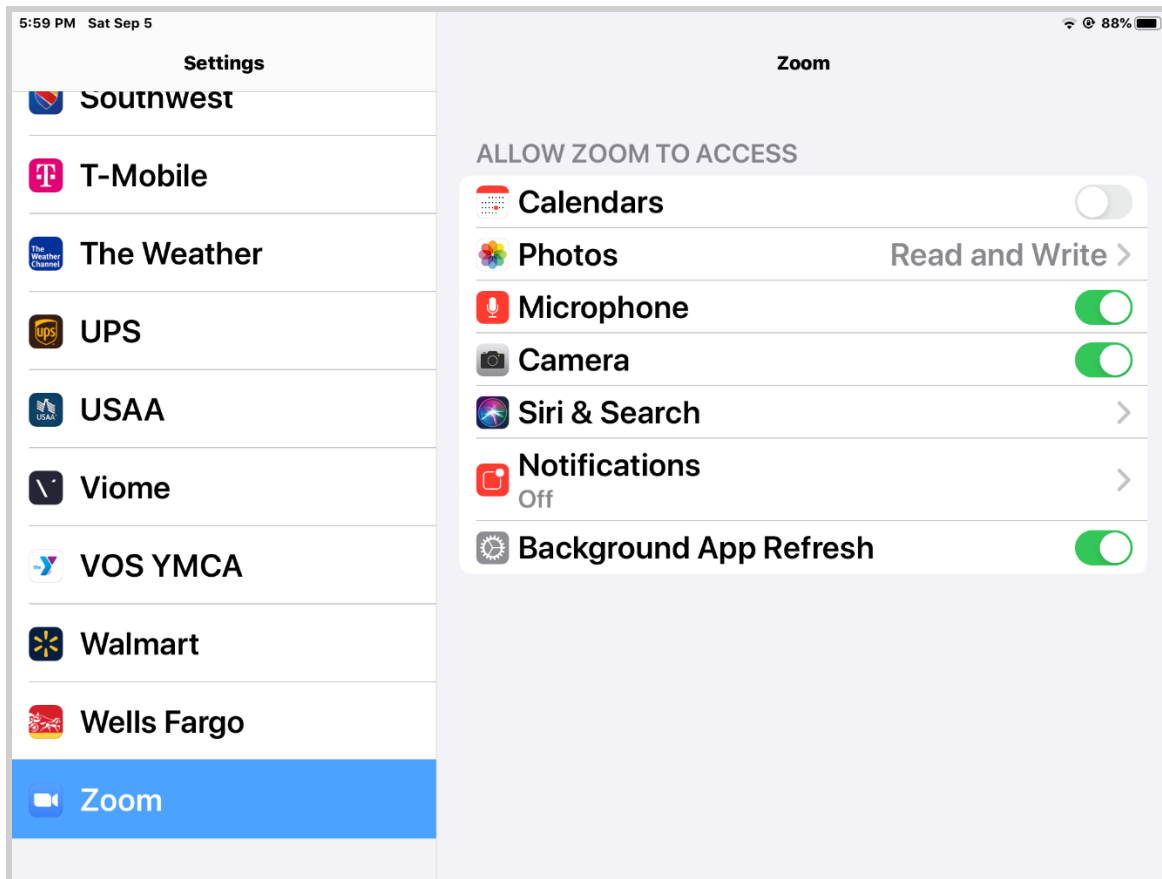
Sample for Mac:

- First, select "**System Preferences**" under the apple icon
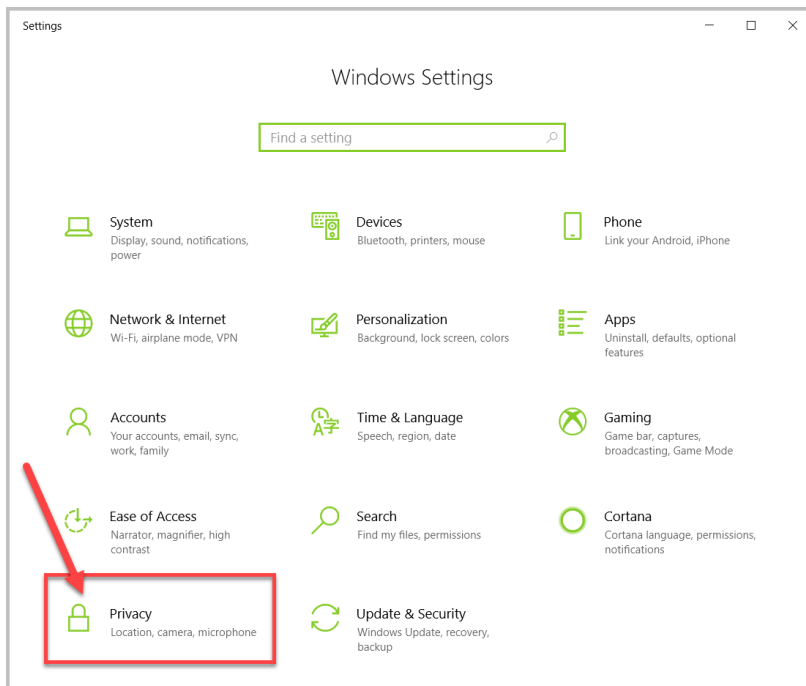- Next, select "**Security & Privacy**" from the **System Preferences** screen:

Select "**camera**" then "**microphone**"; add access permission for Zoom app:

Sample for Windows 10:

- First, click the "**Settings**" gear above the Windows "Start" icon
- Next, Click **"Privacy**" from the **Windows Settings** screen:

This will show the Privacy settings screen. A list of all the permissions is shown on the left. Scroll the **left** pane down and click **Camera** to show the camera settings:

Make certain the Camera Access for this device is set to **ON**. If access is OFF, click the **Change** button and toggle the setting to **ON**.
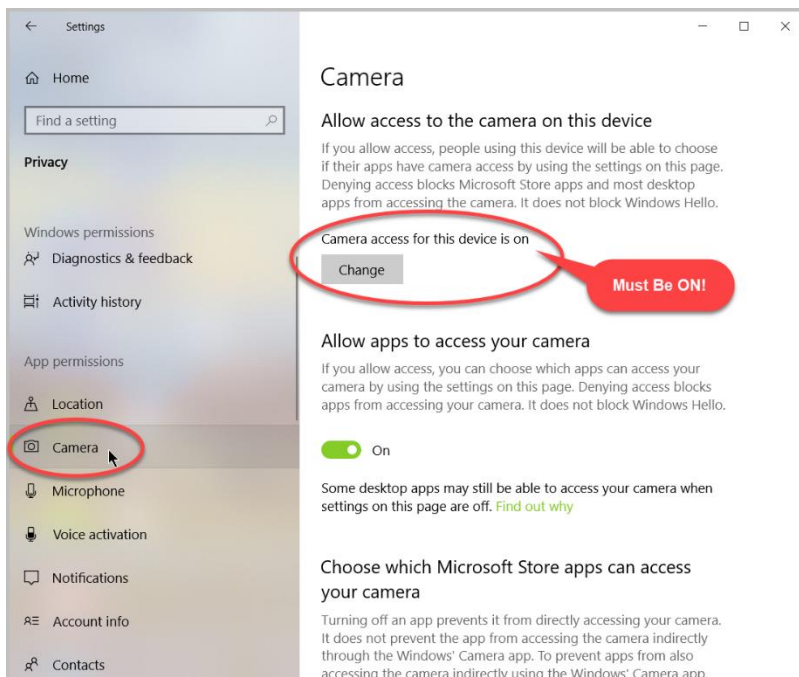
Scroll the **right** pane down to the "***Allow desktop apps to access your camera***" section (near the bottom). Make certain the toggle button is set to **ON:**
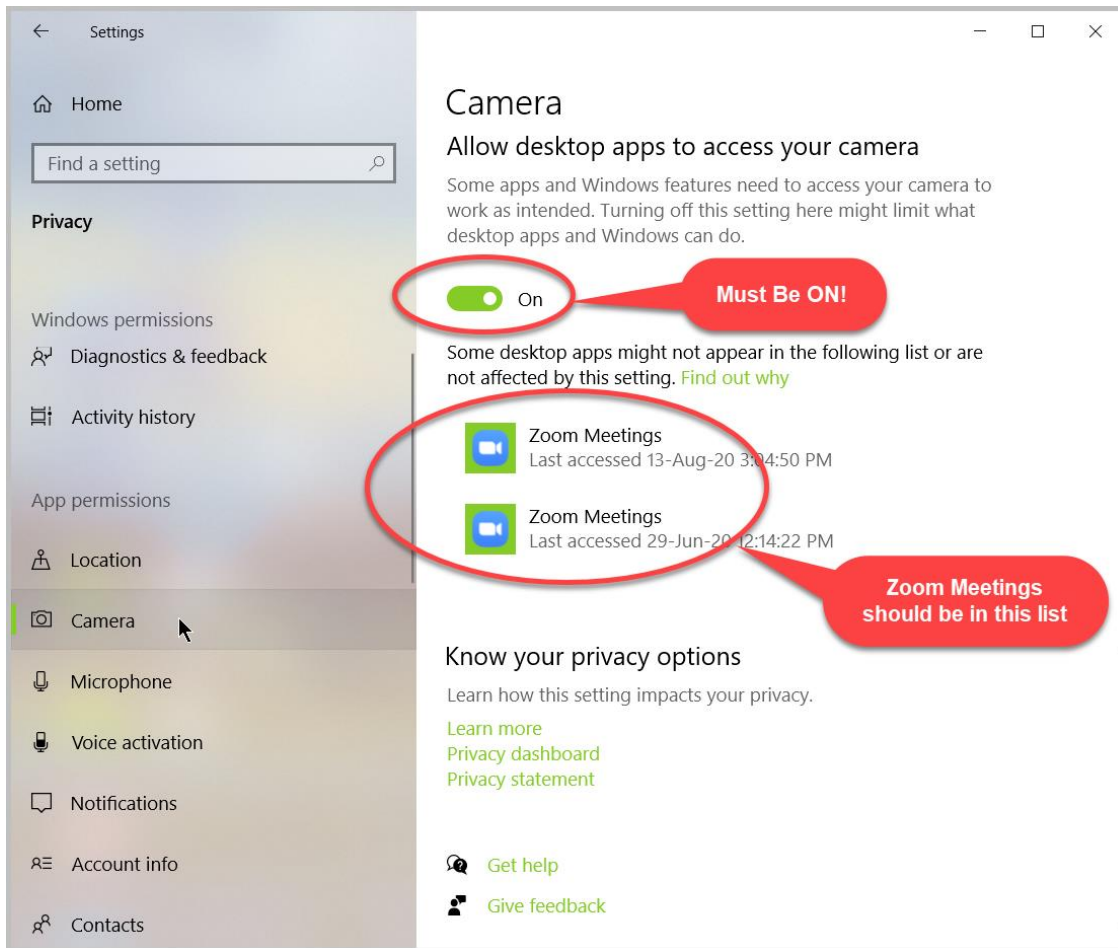
Note that ***Zoom Meetings*** are in the list of applications that have access to the camera. If it is not shown here, you need to reinstall the Zoom application on the computer.

Technical Detail: Zoom is a Windows "***Desktop App***" not a "***Microsoft Store App***". This makes a difference when looking for the permission settings.

Zoom Help Center for more information:

https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started

How to change application permissions on Windows 10:

https://www.howtogeek.com/368598/how-to-manage-app-permissions-on-windows-10/