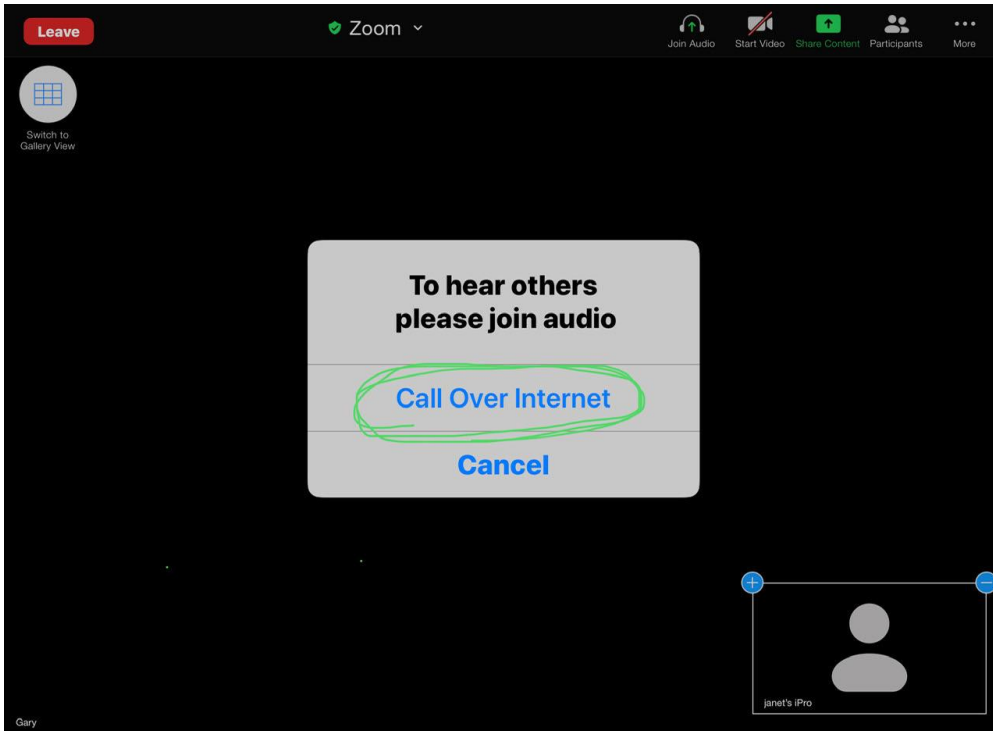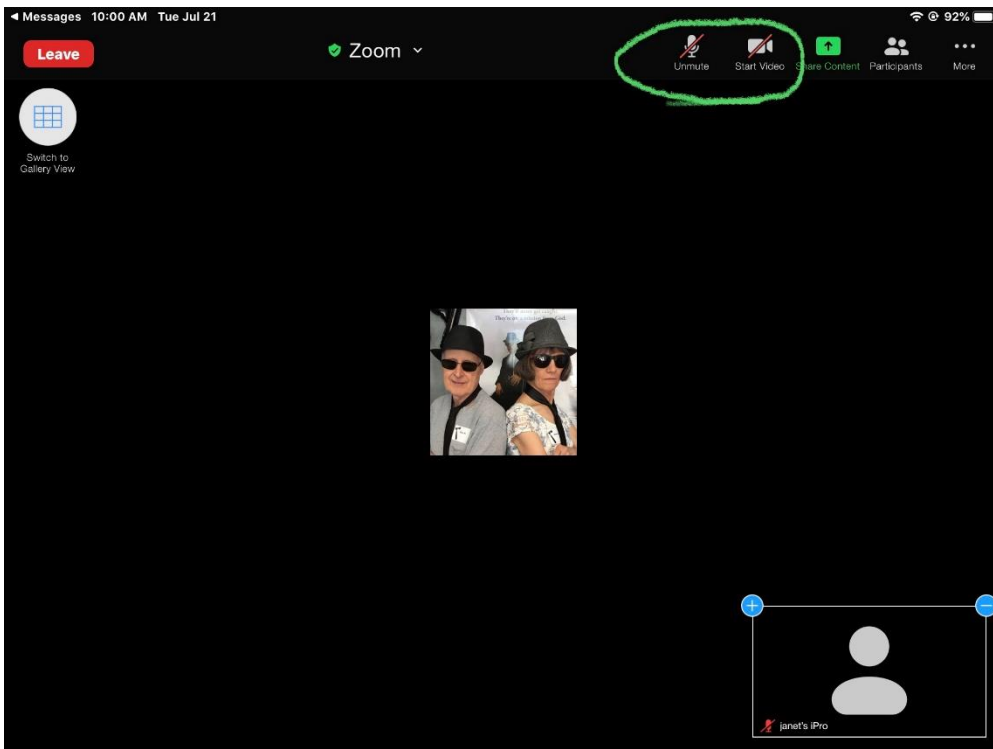If you join a meeting and you get this screen prompt, you need to turn on **audio** by selecting "*call over internet*" or you will **not** be able to hear the meeting or other attendees.
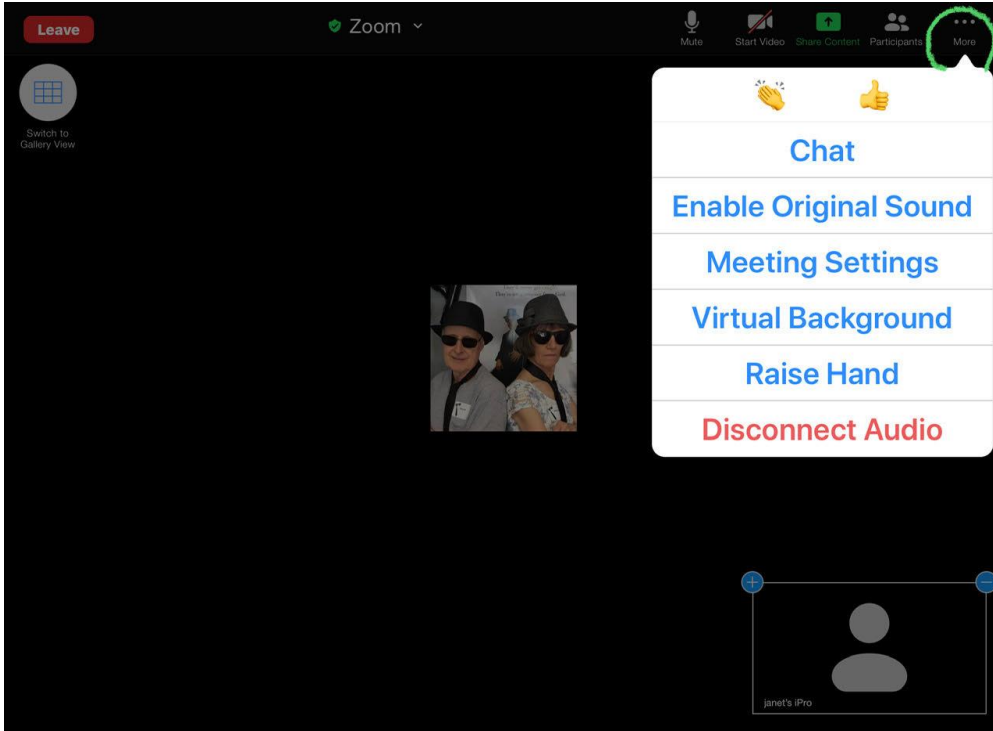

Microphone (you talking) can be unmuted or muted, **Video** (of you) started or stopped, by touching **icons** at **top of screen**:
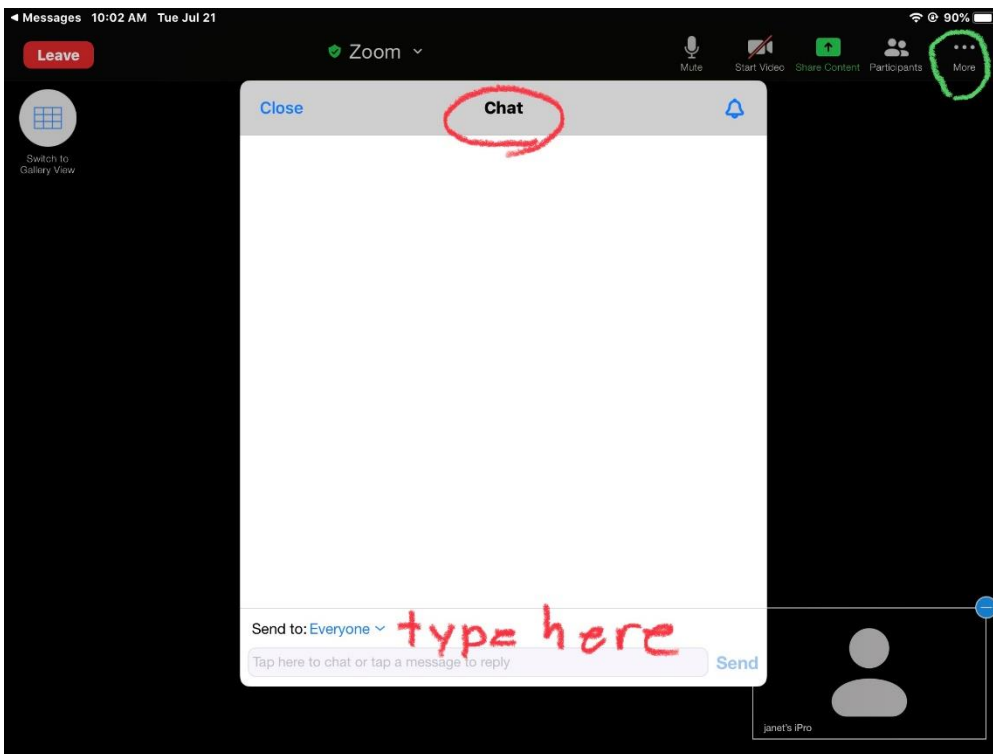
Select "*. . . More*" to open **Chat**, **Meeting Settings**, **Virtual Background**, etc.

"*. . . More*" Chat Screen:

"*. . . More*" Meeting Settings Screen:

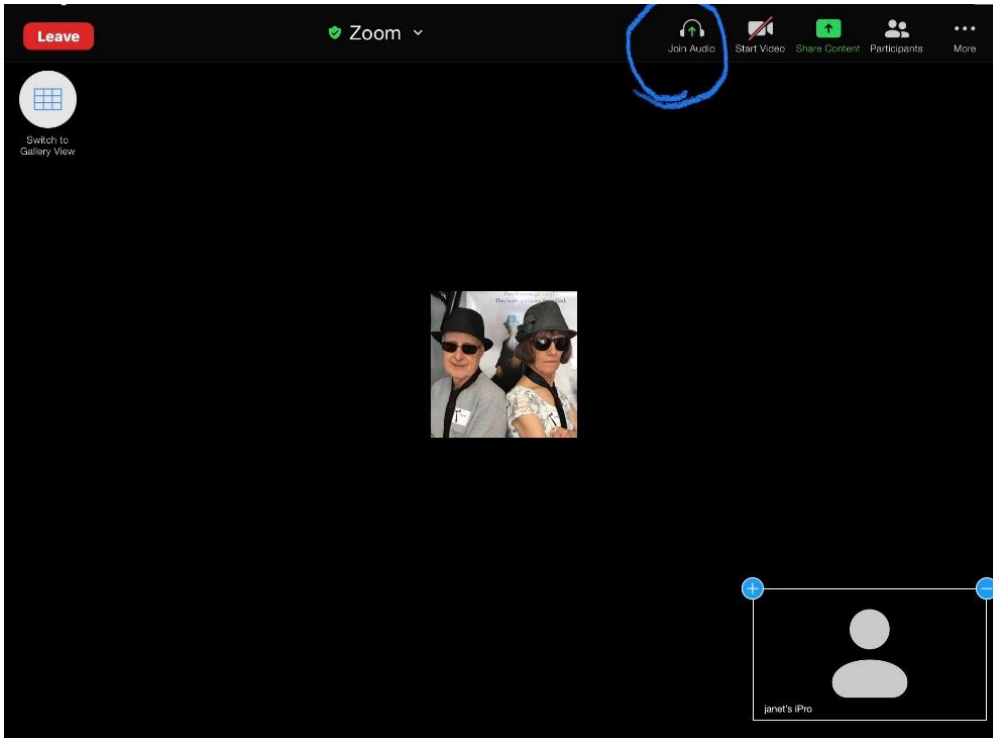Select "*always show meeting controls*" or controls will disappear when you are not touching the dashboard:
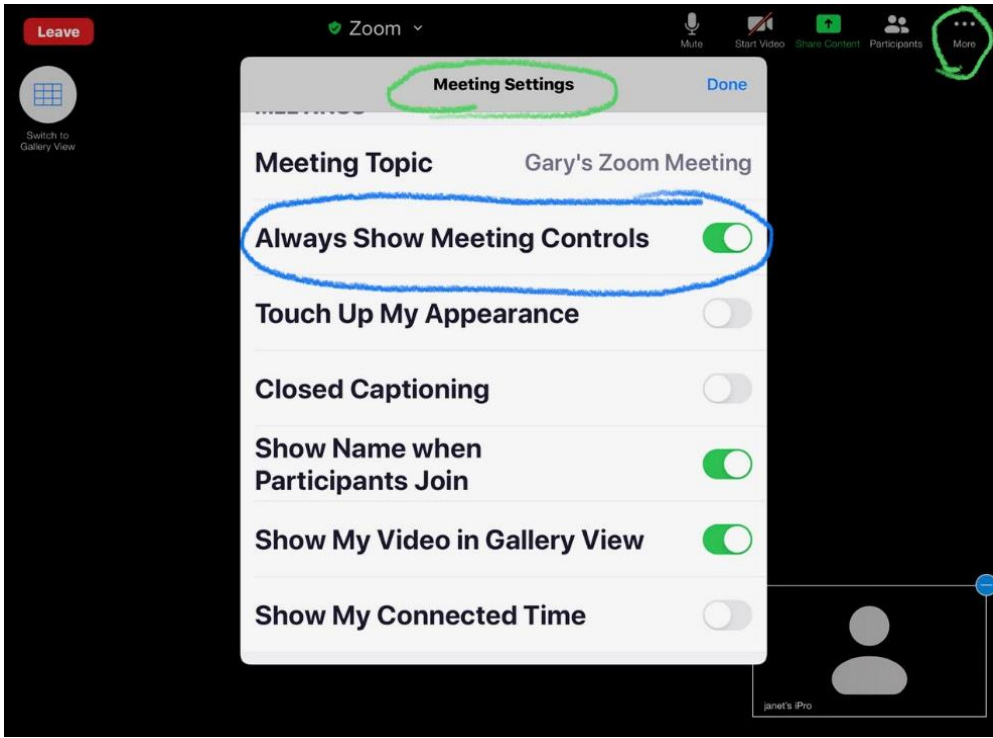
"*. . . More*" Virtual Background Screen:

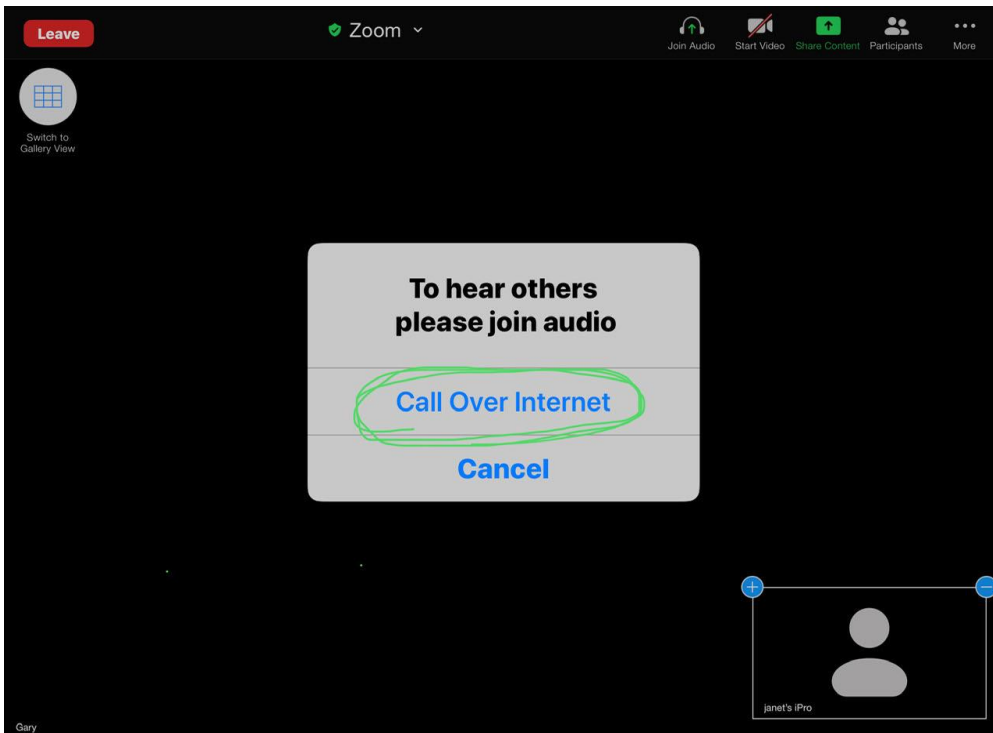Select a picture for your background, if desired.

If **audio** gets dropped off for some reason during meeting, this **icon** will appear. Touch **icon** to reconnect:

Next, select "***Call Over Internet***" to rejoin audio. The **microphone** icon will appear.

Sometimes audio just won't work, even after trying the above options. In this case, try leaving the meeting completely, then sign back in.

Zoom Help Center for more information:

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