IT ISSUE – ZOOM CALL ACCESS – NO AUDIO
**Account Holder:** Wilhelmina Jones

Issue: Audio not working anymore.

Action Taken:
1) Set up a Zoom account and talked to someone about how to resolve this issue by backing into the support desk through the sales number.
2) Uninstall Zoom and re-installed it.
3) Unplugged the speakers and plugged them back in.

New Issue:
1) Audio may still not be working because there is no way to test it.
2) Zoom's system cannot find my account, *even with* both the Meeting ID and the Host Key.
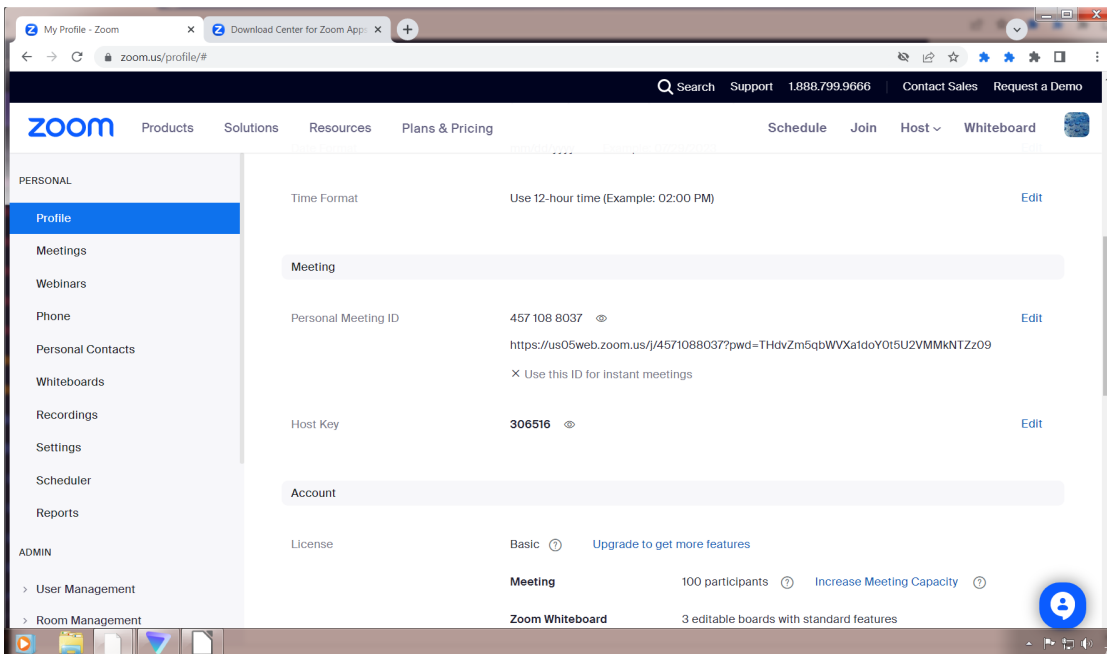
New Issue:
1) I found a link on the Zoom.com website that allowed me to submit a support ticket.
2) As soon as the ticket was submitted, a response e-mail came back that canceled it out:
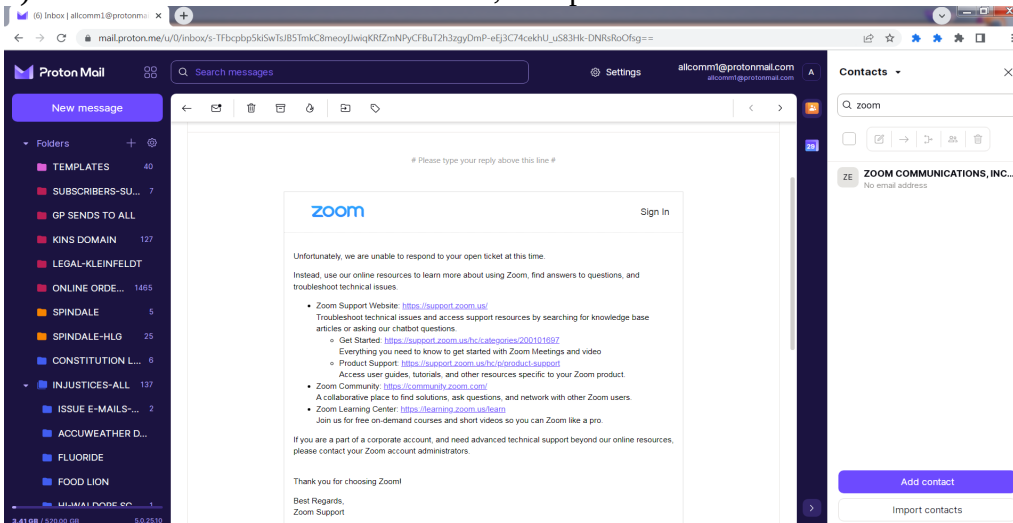
So I went back to the Community Forum. Clicking on the Zoom Community link (https://community.zoom.com/) took me to a screen that made me set up a username. Done.

I submitted this request under Wihelmina:

> "I am on a Zoom free account. I do not participate in enough Zoom meetings to justify $15/month.
>
> I did as advised earlier and re-loaded Zoom's software, and unplugged the speakers and re-plugged the speakers back in. Then I went on a Zoom meeting and my speakers didn't work. Very embarrassing. The meeting host did not provide a call in number, I was one of 5 participants and they kept insisting that I solve the problem when I absolutely could not.
>
> I have time today to try to fix this. I tried to get help by calling 1.888.799.9666, but unfortunately, my account codes (Meeting ID and Host Key) are not being accepted by the system controlling Zoom.com.
>
> The voicemail prompts only say that Zoom's system cannot find my Meeting ID and Host Keys when I am staring right at them on the screen.
>
> So I can't figure out how to get to a screen to test my speaker's performance - BEFORE I am in the next Zoom meeting."