

Make a video play on its own

Set a video you uploaded to start by itself, and why it plays without sound or may not start on some phones.

A video that starts by itself can catch attention without asking anyone to press play. There is one rule you can't get around: it plays without sound.

Why it has no sound

Web browsers block videos that start by themselves with the sound on. This applies to every website, not only yours. So an autoplay video is always muted.

Steps for a video you uploaded

1. Log in to your site editor and open the page with the video.
2. Open the settings by clicking the video widget.
3. On the **Content** tab, click **Customize Video**.
4. Turn on **Set video to autoplay**. The video is muted when you do this. If you also see **Mute Video**, turn it on.
5. Turn on **Play video in loop** if you want it to repeat.
6. Leave **Show video controls** on if you want visitors to have the player controls.
7. Publish. If you don't see a **Publish** button, tell us and we'll publish it for you.

If you want the sound to play, keep autoplay off. **Play audio** only works when autoplay is off.

If your video comes from YouTube or Vimeo

You can't set autoplay or mute from your site editor for these. They are set on YouTube or Vimeo itself. If you want a YouTube video muted, do it in YouTube.

When it still won't play

- An iPhone in low power mode shows a play button instead of starting the video.
- YouTube videos don't autoplay on iPhones.
- Your visitor's own settings can also stop it, and we can't change that.

Check the page on your own phone, so you know what visitors see. See [Check how your site looks on a phone](#).

Tips

- Don't rely on autoplay for anything important. Some visitors will see a play button, and nobody hears sound. If your message is spoken, add words on the page too.
- Uploading a video doesn't slow your site down as long as it isn't set to start by itself. An autoplay video can slow the page, so keep it to a short clip.
- A video that plays as a section's backdrop never has sound. See [Add a background video to a section](#).

Need a hand?

Email hello@zossoz.com with your business name, the page and what you'd like the video to do, and we'll take care of it. We reply within one business day. See [Request a change](#).

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