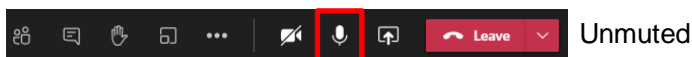


Microsoft Teams Audio Troubleshoot

How to resolve common audio issues when using in Microsoft Teams.

What if I can't be heard?

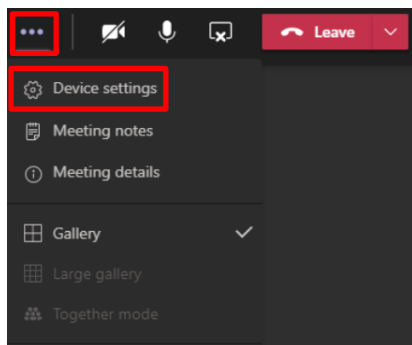
- Make sure your headset/headphones are plugged in.
- You may have your microphone muted. From the meeting screen, click on the microphone icon to unmute yourself.



Manage device settings

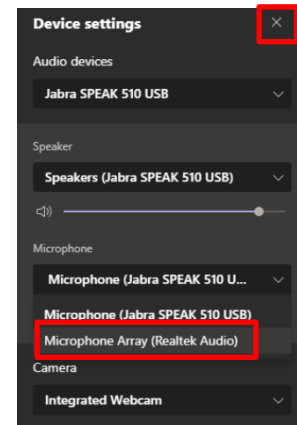
If you still cannot be heard, check that your microphone device settings have been properly configured.

1. When in a meeting go to the meeting toolbar in the top right-hand corner, click on the **three dots** icon then select **Device settings**.



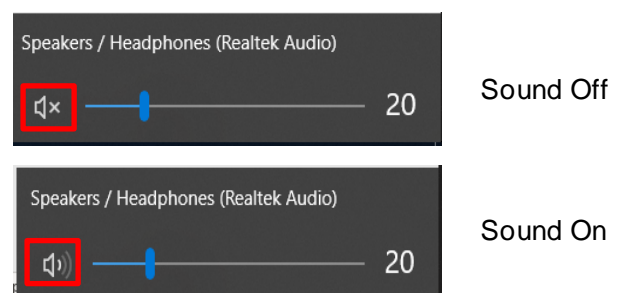
2. The 'Device settings' panel will appear on the right-hand side of your screen. Make sure the correct microphone is selected by clicking on the drop-down.

Close the 'Device settings' panel by clicking the **X** in the top right hand corner.



What if you can't hear anyone?

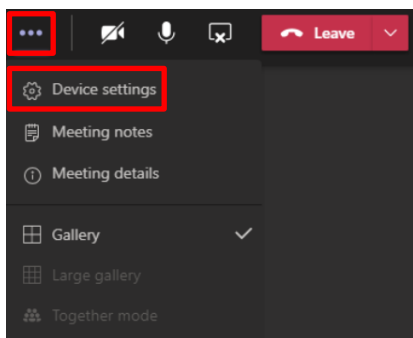
- Make sure your headset / headphones are plugged in.
- If you are unable to hear the other participants you may have your sound settings on your device turned off. Make sure you have enabled sound on your device.



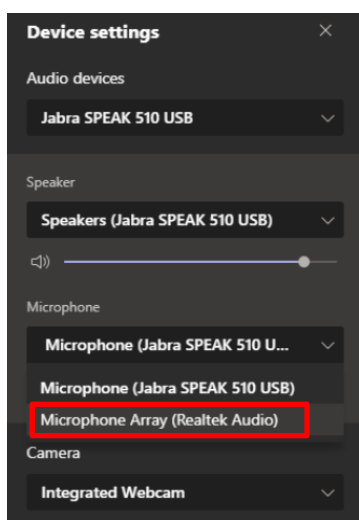
Note: These images are from a Windows computer and may differ on other devices.

If you still cannot hear anyone, check that your speakers have been configured properly.

- During a meeting, from your toolbar, click on the **three dots** icon then on **Device settings**.



- The 'Device settings' panel will appear on the right-hand side of your screen. Make sure that the correct microphone is selected from the drop-down.



Sound from a shared screen isn't working

When sharing your screen and you want participants to hear audio from a desktop application, you need to enable 'Include audio' as this is not automatic.

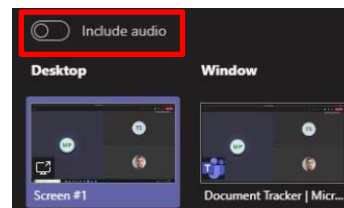
- If your colleagues cannot hear a video you are sharing, you will need to click **Stop Sharing**.



- Re-select **Share** screen.



- Before selecting your screen to share, make sure to click on '**Include audio**' to enable, then select the screen you want to share.



- To stop sharing audio during your presentation, go to the toolbar at the top of the screen and click on the **System Audio** button.



Note: You can enable or disable system audio from this toolbar during a meeting.