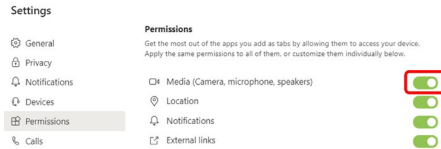
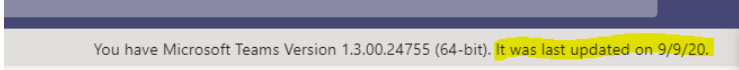


# MICROSOFT TEAMS – AUDIO TROUBLESHOOTING

## FIRST STEPS

- Restart the device
- Only use devices running Windows 10 operating system
- Make sure volume is on by checking the icon in the system tray
- Open teams from the desktop application (not from the web)
- Go to the profile picture and select Settings > Permission and make sure Media is turned on



- Go to Settings > Devices and make sure the correct devices are selected (for students this would probably be the device default. If 'custom setup' shows, it probably needs to be changed to the default)
  - Audio devices
  - Speaker
  - Microphone
- Go to Check for updates
  - Teams updates in the background
  - Teams is updated by Microsoft often
  - If you choose About > Version it will show you the last time it was updated at the top of Teams.
- 
- Go to Settings > Devices and 'Make a test call'

## RECOMMENDATIONS

- Depending on devices type:
  - Headphones may interfere with performance
- OR
- Headphones with mics may resolve the issue (this may be a G1 workaround)
- Turn off camera if not necessary
- Turn off external HD devices
- Consider using an external camera

## THINGS TO CONSIDER

- How many people are accessing the internet simultaneously?
- Is someone using the same network video streaming?
- Teams uses a lot of battery life so if you do not need access for other things during the meeting, set Power Slider to Best Performance (find by clicking on the battery icon on your task bar) Then reset it after your meeting.

## OTHER FACTORS

- Teams will launch but will not work if the device is not connected to the network properly.
  - Restart
  - Verify that DirectAccess is connected
- Microphone or sound is not working because the laptop has a hardware problem
  - Verify this by using the microphone or sound with another application
  - If they don't work with anything, the device should go in for repair.