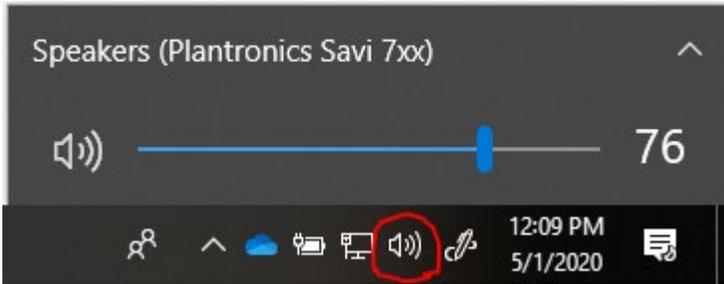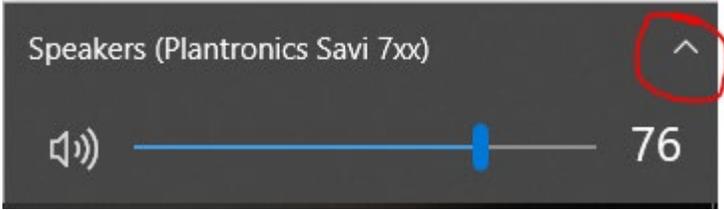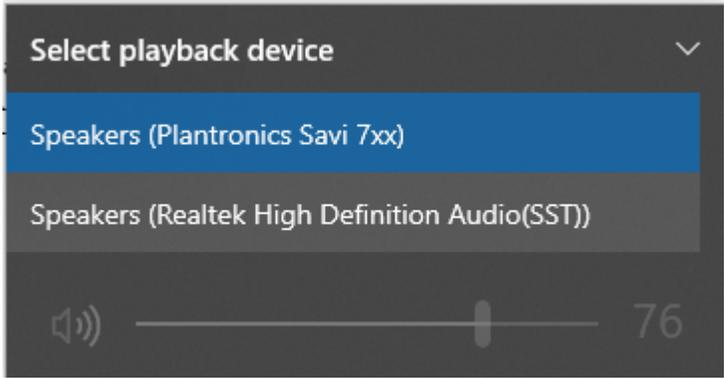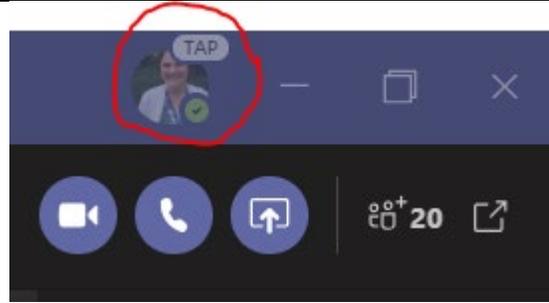# Audio, Microphone, and Webcam Issues in Teams

This document is to be used with Win 10. Please be sure that you have run the latest updates and that you have downloaded the full Teams app from Teams.Microsoft.com/Download to ensure that you have the full features of Teams.
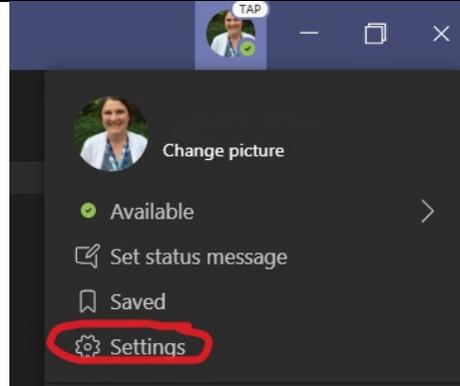
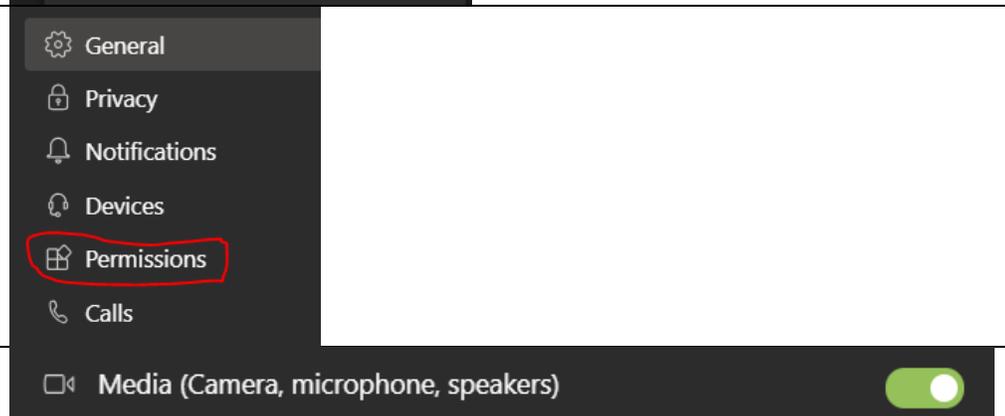| Step One: Check your Sound and Volume	
Click on the Sound icon on the bottom right of your screen and adjust the volume. If you can hear a chime, go to Step 2. If you do not hear a chime, try the following fixes.	
Try: Click on the arrow pointing up and select a different option for speakers.	
If option highlighted is not the right speaker. Select the speaker you want. If you are not sure which is correct, try all devices. Adjust the Volume for each and listen for a chime. If you hear a chime, go to step two.	
If you do not hear a chime on this step, reach out to Help Desk or a technician with whom you were already communicating.	

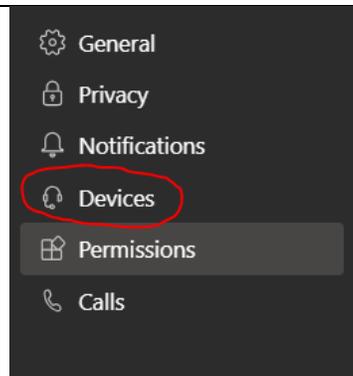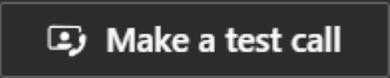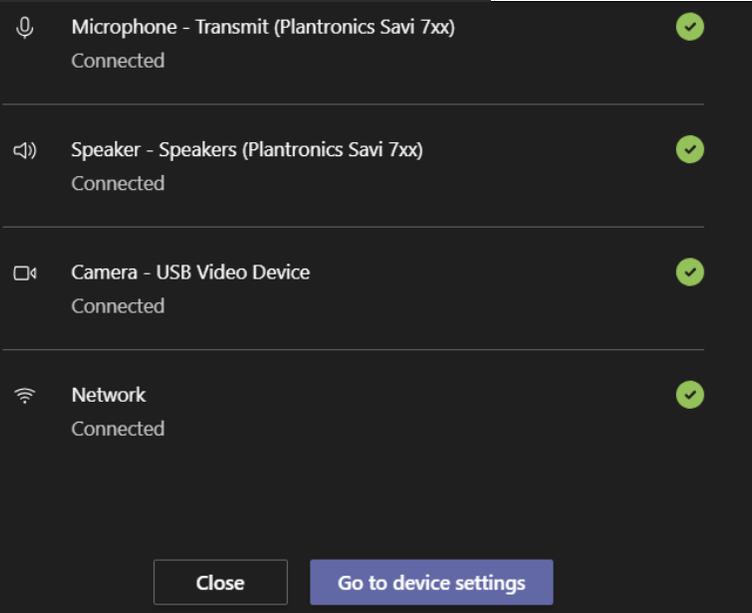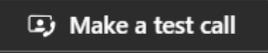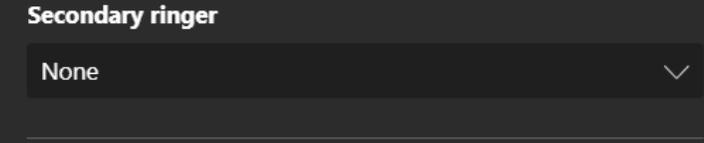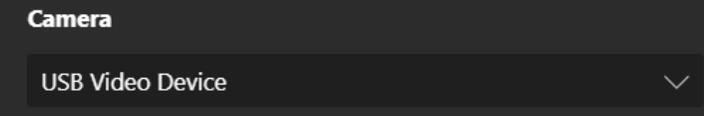| Step Two: Check Teams Settings	
In the Teams App, click on the circle in the upper right-hand corner that may have a picture of you or your initials.	
Click on the Gear to enter settings.	
Click on Permissions	
Make sure that the switch by "Media (Camera, microphone, speakers)" is green	
In the same window, click on Devices	

Make a Test Call option. Follow the directions in call.	**Make a test call**
At the end of the call, it will show you if your devices are configured correctly: green check for good or red X if there is a problem. If you see any Red Xs, take note of which device shows the X, and click on "Go to device settings" If you do not see any Red Xs, skip ahead to Step 3.	Microphone - Transmit (Plantronics Savi 7xx) Connected Speaker - Speakers (Plantronics Savi 7xx) Connected Camera - USB Video Device Connected Network Connected Close Go to device settings
<u>Red X on Microphone **AND** Speaker:</u> Choose another option for <u>Audio Devices</u>. Retry the Test Call.	**Audio devices** Plantronics Savi 7xx Speaker Speakers (Plantronics Savi 7xx) Microphone Transmit (Plantronics Savi 7xx)
<u>Red X on Microphone:</u> Choose another option for <u>Microphone</u>. Retry the Test Call.	**Make a test call**
<u>Red X on Speaker:</u> Choose another option for <u>Speaker</u>. Retry the Test Call.	**Secondary ringer** None
<u>Red X on Camera:</u> Choose another option for <u>Camera</u>. Retry the Test Call.	**Camera** USB Video Device
If changing the microphone, speaker, audio, or camera device did not work, go on to step three.	
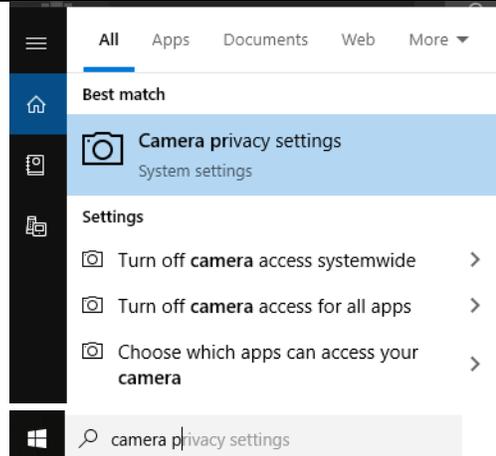
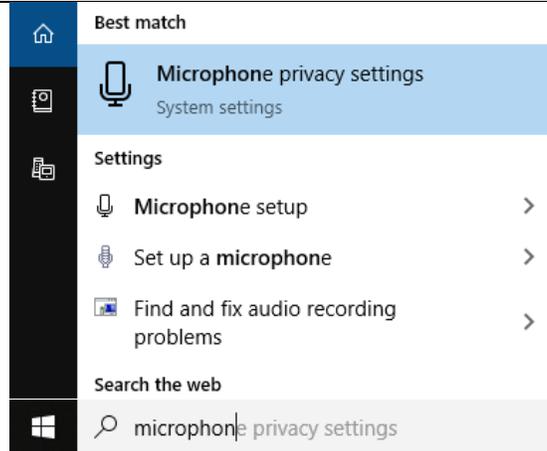| Step Three: Check Win 10 Privacy Settings	
In the search bar by the Start Menu, search for: Camera Privacy Settings	
Verify that "Allow Apps to Access" is toggled on.	Allow apps to access your camera If you allow access, you can choose which apps can access your camera by using the settings on this page. Denying access only blocks apps from accessing your camera. It does not block Windows. On
In the search bar by the Start Menu, search for: Microphone Privacy Settings	
Verify that "Allow Apps to Access" is toggled on.	Allow apps to access your microphone If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access only blocks apps from accessing your microphone. It does not block Windows. On
Try another test call in Teams to see if this has resolved your problem. If changing the Microphone and Camera privacy settings did not fix the issue, please contact or reply to Help Desk.	