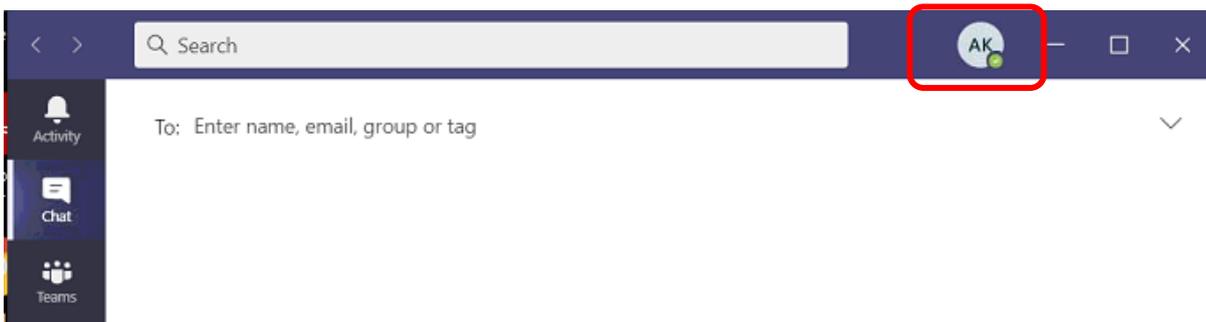


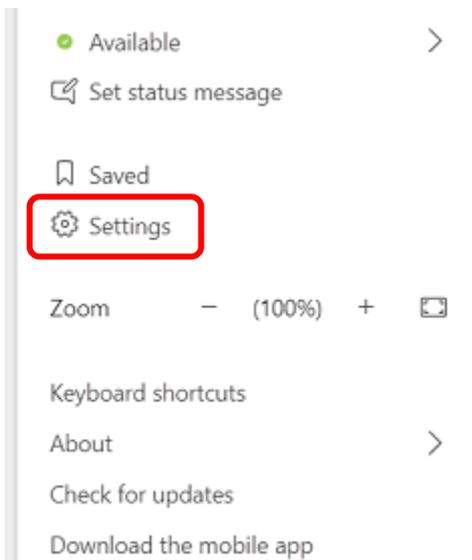
Troubleshooting Audio and Video settings in Teams

We'd recommend you download and use the Teams app rather than joining Teams meetings / video calls via the browser version for a better experience. To troubleshoot issues with your microphone or camera follow these step by step instructions.

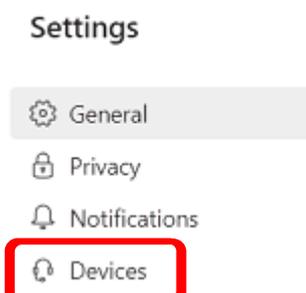
1. Click on your Profile at the top right of the Teams window (either your initials or photo / image if you've added one)



2. Now select Settings

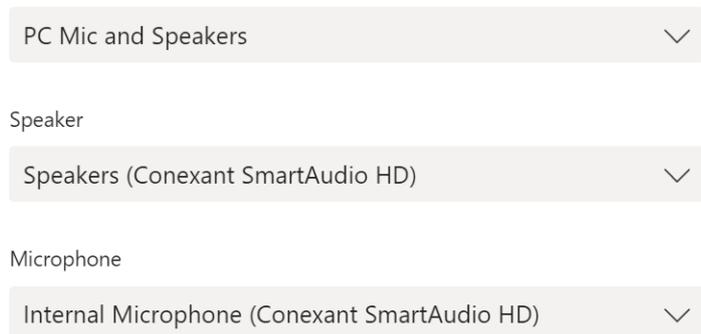


3. Next select Devices



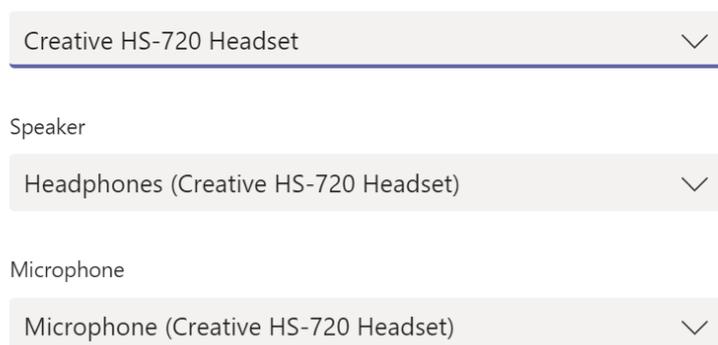
4. Now check whether Teams is looking to the correct Speaker and Microphone. The below shows the Laptop's Internal speaker and microphone.

Audio devices

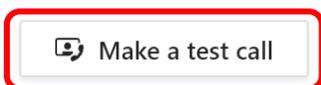


5. Or if you are using an External Headset – if this isn't automatically showing, you might need to manually select for the Speaker and Microphone as below

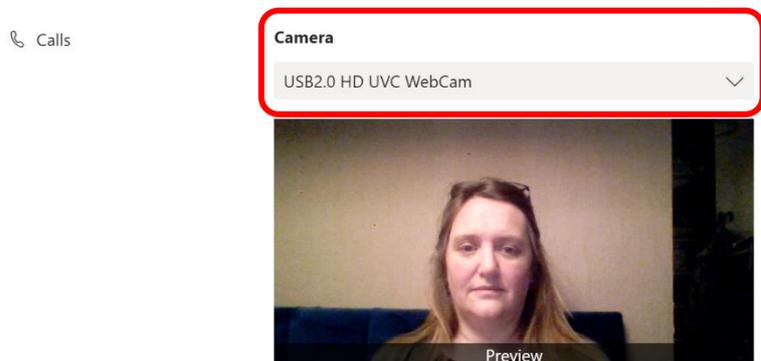
Audio devices



6. Teams also has a useful 'Make a test call' feature – so you can check your audio at anytime by recording your voice and listening to a play back



7. Next scroll down to the Camera settings and check that a Webcam is selected. There is a preview window to check it's working too.



8. If you had the Teams app open when you made changes to Windows 10 settings enabling access to the camera or microphone, please note you will need to close and restart the Teams app to allow the changes to apply.