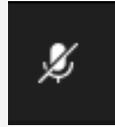


Can't Hear?

Others can't hear you in a meeting?

Is there a line through your microphone icon?
You may be on 'mute' - click to unmute yourself.



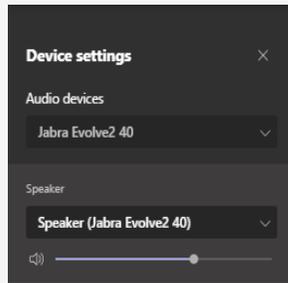
Can't hear others in a meeting?

Is your volume set at an audible level?
Are your speakers/headset plugged in securely?
Check your computer's audio settings.
Click **More Actions** then **Device settings**.
Check selected Audio devices.

More: <https://msteams/speaker/headset>

Is other software using the speaker?

Click **More Actions** then **Device settings**.
Check selected Audio devices.



Is other software using the Mic?

Is Skype or Webex for example also running; if so turn off.
Changes in device settings may require computer restart.

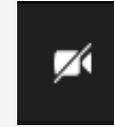
More: <https://msteams/microphone>



Can't See?

Others can't see you in a meeting?

Is there a line through your camera icon?
Then your camera may be off - click to turn on.



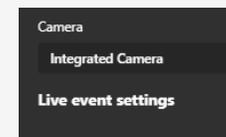
Check your web camera

If external, is it plugged in securely?
Are you using the correct camera?
Click **More Actions** then **Device settings**:
Confirm preferred camera.



Is other software using the camera?
Is Skype or Webex for example also running; if so turn off.
Changes in device settings may require computer restart.

More: <https://msteams/camera>



Poor video/audio quality?

Is your connection to the internet ok?
You can check your speed at www.speedtest.net
Are others sharing your internet connection?
(Example: are other video calls in progress)
Is your modem/router working properly?
If on a wireless network get closer to the access point.



Can't Connect?

What are the minimum device specs?

Check your device as older devices may experience difficulties.



Windows PC CPU @1.6 GHz (or higher)
(32-bit or 64-bit).

Apple Mac Intel processor, Dual Core
or higher with 4GB of RAM (Mac OS X 10.11 El
Capitan or later)

Android-based smartphone or tablet
(Android 5.1 or later)

iPhone or iPad (iOS 11.4 or later)

More: <https://msteams/specs>



What is the best web browser to use?

Google Chrome for Windows, MacOS and
Android: www.google.com/chrome
Safari: (MacOS)

<https://support.apple.com/downloads/safari>

MS Edge: <https://www.microsoft.com/en-us/edge>

Check version at www.whatismybrowser.com

Note: Internet Explorer no longer works with MS Teams



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