Cannot see or hear people in a Teams meeting

Sound, camera and microphone issues within Teams are frustrating when they occur but are often caused by simple things that can be easily, and best, checked by the person with the problem. They prove frustrating because there are so many different places within Teams and your device where you can manage these settings, which may all need checking - which can take time.

One way to identify the problem is to have a test call with someone to help you identify what isn’t working properly, it might be their system and not yours. Take a look at the advice below for further suggestions to check.

1. Check the volume settings on your computer.
2. Ask the participant to check on their meeting window that the Microphone button is not toggled off (on mute). If it is, they should click it.
3. Check your speakers are selected:
   a. Click the three dots … menu and select Show Device Settings.
   b. Check you have selected the correct speaker for the call under Audio devices. If not, click the drop down list under Speaker and select the correct audio device, then click OK.
4. Check the participant has their microphone selected:
   a. Ask the participant to click their three dots … menu and select Show Device Settings.
   b. They should check they have selected the correct microphone for the call under Audio devices. If not, they can click the drop down list under Microphone and select the correct audio device, then click OK.
5. If you are still having issues, restart Teams and see if that fixes the issue.
6. If that hasn't fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.
7. If you have speakers plugged into your device, e.g. USB speakers, headphones, check they are plugged in correctly. You can unplug them and try them in a different socket too – it's a common issue – and restart your computer.
8. If you are still experiencing issues, check the default settings in Teams:
   a. Click the … three dots button in the top right and select Settings from the drop down menu.
   1. In the Devices tab, check the settings are accurate.
   2. In the App Permissions tab, make sure at least the Media (Camera, microphone and speakers) section has permissions to be used by Teams.
   3.In the General tab you may wish to also consider unchecking the ‘Disable GPU hardware acceleration’ option - remember to restart Teams if you do this.
9. If this hasn't fixed your issue, check your device’s settings are using the correct speaker:
   a. From the Windows search box, in the bottom left of the screen, type Sound settings and click the Sound setting option. Check your output device (speakers) are set appropriately. If you are not using an external headset and camera then they should be set to the devices built into the laptop. Adjust the master volume so it is not too low.
   b. From the taskbar at the bottom right of your screen, click the speaker icon - you may see a small chevron icon ‘^’ that allows you to toggle between Output devices here, check it is set to the correct one. Make sure your volume is turned up so you can hear it.

Mac sound settings (speakers etc)

1. Check the participant has their camera turned on.
2. Check the participant has the correct camera selected:
   a. Ask the participant to click the … option button and select Show Device Settings.
b. Check they have selected the correct camera for the call under Camera. If not, they should click the drop down list under Camera and select the correct video device, then click OK.

3. If you are still having issues, restart Teams and see if that fixes the issue. The issue is likely to be with the participant, they can follow further instructions below.

- Check that you have started sharing video with the participant by toggling the Video setting to on.
- Check your camera is selected:
  a. Click the … options button and select Show Device Setting.
  b. Check you have selected the correct camera for the call under Camera. If not, click the drop down list under Camera and select the correct video device, then click OK.
- If you are still having issues, restart Teams and see if that fixes the issue.
- If that hasn't fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.
- If you don't have a built in webcam, check your peripheral device, e.g. USB camera, is plugged in correctly. You can unplug it and try in a different socket too – it's a common issue – and restart your computer.
- If you are still experiencing issues, check the default settings in Teams:
  a. Click the … three dots button in the top right and select Settings from the drop down menu.
  1. In the Devices tab, check the settings are accurate.
  2. In the App Permissions tab, make sure at least the Media (Camera, microphone and speakers) section has permissions to be used by Teams.
  3. In the General tab you may wish to also consider unchecking the 'Disable GPU hardware acceleration' option - remember to restart Teams if you do this.
- If this hasn't fixed your issue, check your camera privacy settings allow Teams to access your camera. If using Windows:
  a. search for Privacy from the Start menu and select Privacy Settings.
  b. From the list at the left, select Camera.
  c. Make sure the camera access is turned on, that the toggles under Allow apps to access your camera and allow desktop apps to access your camera are both turned on.

- Check that the Microphone button is not toggled off (muted). If it is, click it.
- Check your Microphone settings:
  a. Click the … options button and select Show Device Setting.
  b. Check you have selected the correct microphone for the call under Audio devices. If not, click the drop down list under Microphone and select the correct audio device, then click OK.
- Ask the participant to check the volume settings on their computer:
  a. Ask the participant to click their … options button and select Show Device Setting.
  b. Check they have selected the correct speaker for the call under Audio devices. If not, they should should click the drop down list under Speaker and select the correct audio device, then click OK.
- If you have a microphone plugged into your device, e.g. USB microphone or headset, check they are plugged in correctly. You can unplug them and try them in a different socket too – it's often a common issue and restart your computer.
- If that hasn't fixed it, check for updates on your device. Please note, if on a University device, you will want to connect to the VPN before doing this/be using a secure PC.
- If you are still experiencing issues, check the default settings in Teams:
  a. Click the … three dots button in the top right and select Settings from the drop down menu.
1. In the **Devices** tab, check the settings are accurate.
2. In the **App Permissions** tab, make sure at least the **Media (Camera, microphone and speakers)** section has permissions to be used by Teams.
3. In the **General** tab you may wish to also consider **unchecking** the ‘Disable GPU hardware acceleration’ option - remember to restart Teams if you do this.

7. If this hasn’t fixed your issue, check your device’s settings are using the correct microphone:
   a. From the Windows search box, in the bottom left of the screen, type **Sound settings** and click the **Sound setting** option.
   b. Check your microphone is selected as the input device.
   c. You should also see a blue bar moving on the microphone indicator. If you choose advanced sound options you can adjust the volume of the microphone.

**Setting the microphone on a mac**