

## Troubleshooting Hardware Problems in Teams

If you are experiencing audio problems (speaker and/or microphone) OR camera difficulties in the Teams video meetings, there are a couple of things that can be done in the Teams app itself that can aid in the trouble shoot process.

The first is to check your **DEFAULT MIC, SPEAKER OR CAMERA**.

What speaker (or headphones) microphone (if your computer even has one OR needs one plugged in) and camera (again if your computer even has one OR needs one plugged in) your computer is accessing while in the Teams app.

## TO DO THIS

Click your profile picture at the top Right of Teams, then **Settings > Devices**.



Under Audio devices, pick the speaker and mic you want Teams to use by default. (You might only have the one option. However, if you have a set of headphones plugged in, you will have TWO speaker options).

Under Camera, select the camera you want Teams to use, and see a preview of that camera's video.

	School D	istrict 7
Settings		×
🐼 General	Audio devices	
🕆 Privacy	Custom Setup	$\sim$
🕂 Notifications	Speaker	
O Devices	Built-in Output	$\checkmark$
Calls	Missenhone	
-	Built-in Microphone	$\checkmark$
	(I) Make a test call	
	Secondary ringer	
	None	~
	Camera	
	FaceTime HD Camera (Built-in)	$\checkmark$

If all these have devices attached AND it is still not working properly, you can "Make a test call".

To make a test call, select your profile picture, then **Settings > Devices**.

Click on the "Make a test call" button under Audio devices.



In a test call, you'll see how your mic, speaker, and camera are working.



TE	Teams Echo Available Here's what this app can do:	
	Message Teams Echo	₽
Using Built-in Output and Built-in Micro	phone	
00:04 🗨 🌷 🗢		

Follow the instructions from Test Call Bot and record a short message. The message will play back for you.

	Your test call results Here's what we detected from your devices:	
Ŷ	Microphone - Built-in Microphone Connected	ø
₫»	Speaker - Built-in Output Connected	0
٩	Camera - FaceTime HD Camera (Built-in) Connected	0
	Network Connected	0
	Close Go to device settings	

After that, you'll get a summary of the test call, and you can **go to your device settings** to make changes.