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School District 72

Troubleshooting Hardware Problems in Teams

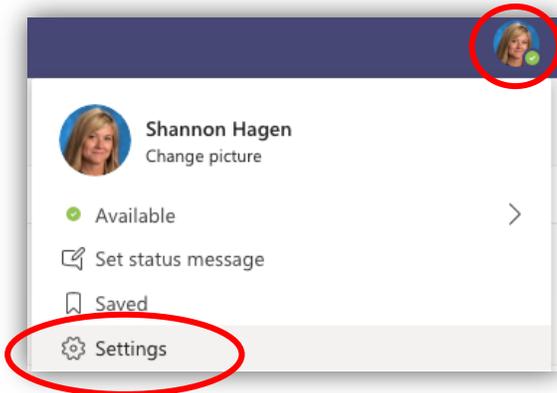
If you are experiencing audio problems (speaker and/or microphone) OR camera difficulties in the Teams video meetings, there are a couple of things that can be done in the Teams app itself that can aid in the trouble shoot process.

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.

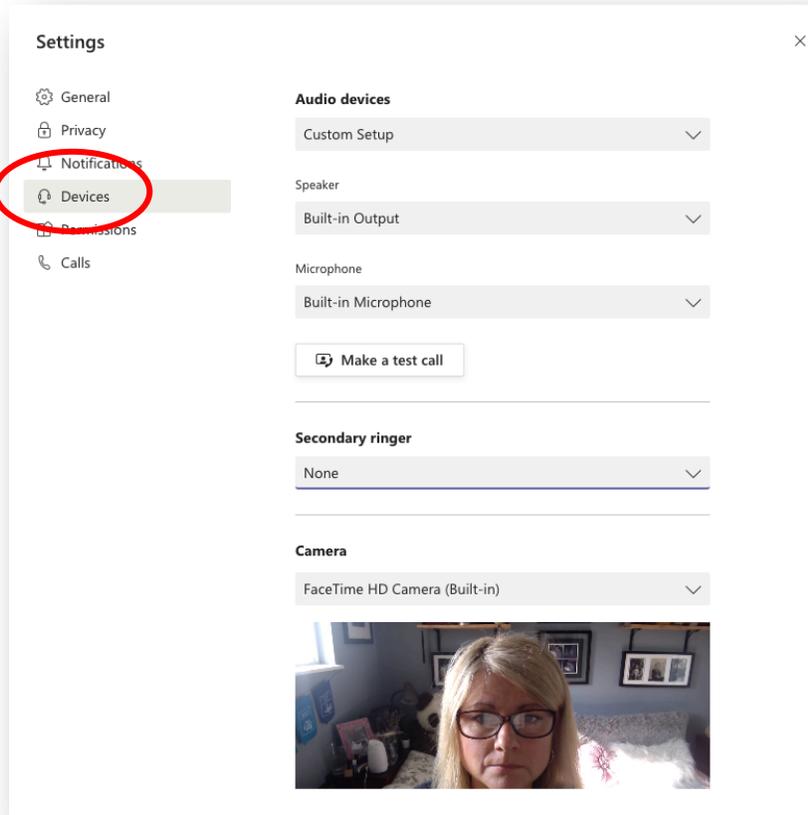
(You might only have the one option. However, if you have a set of headphones plugged in, you will have TWO speaker options).

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



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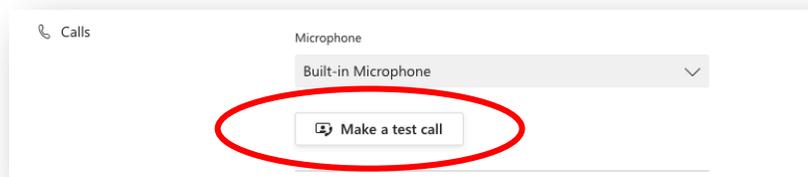
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If all these have devices attached AND it is still not working properly, you can **“Make a test call”**.

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

Click on the **“Make a test call”** button under Audio devices.

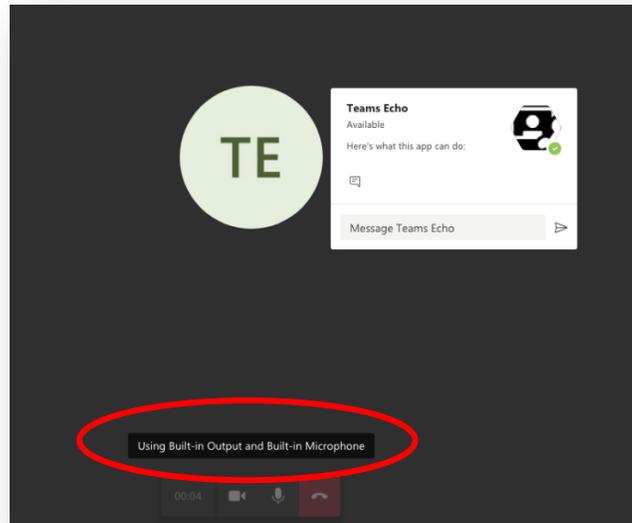


In a test call, you'll see how your mic, speaker, and camera are working.

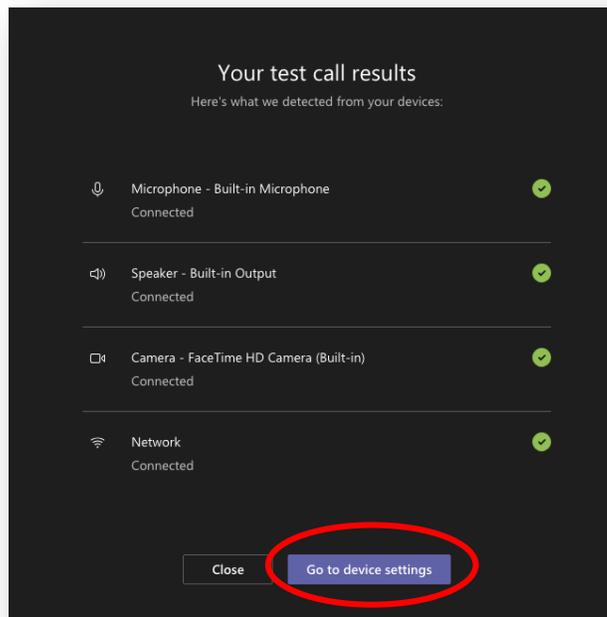


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Follow the instructions from Test Call Bot and record a short message. The message will play back for you.



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