**IOWA** | **Information Technology Services**

TROUBLESHOOTING AUDIO & VIDEO ON MICROSOFT TEAMS

⇒ BEFORE A CALL OR MEETING

At the top right of Teams, click the three-dot menu and click Settings. In the menu on the left, click Devices. Under Audio Settings, select the appropriate device for your speaker and microphone. Click Make a test call to ensure things are working properly. Scroll down to Video Settings to adjust the camera and brightness.

You can also do a test video call by going to the Meet app (it may be on your left navigation bar or you may need to go to the three-dot menu in the left navigation bar and search for the Meet app). At the top right of the Meet app, click Meet now, then click Start meeting. Click the settings gear below the video window or click the settings slider icon listed to the right of your audio device to open up device settings.
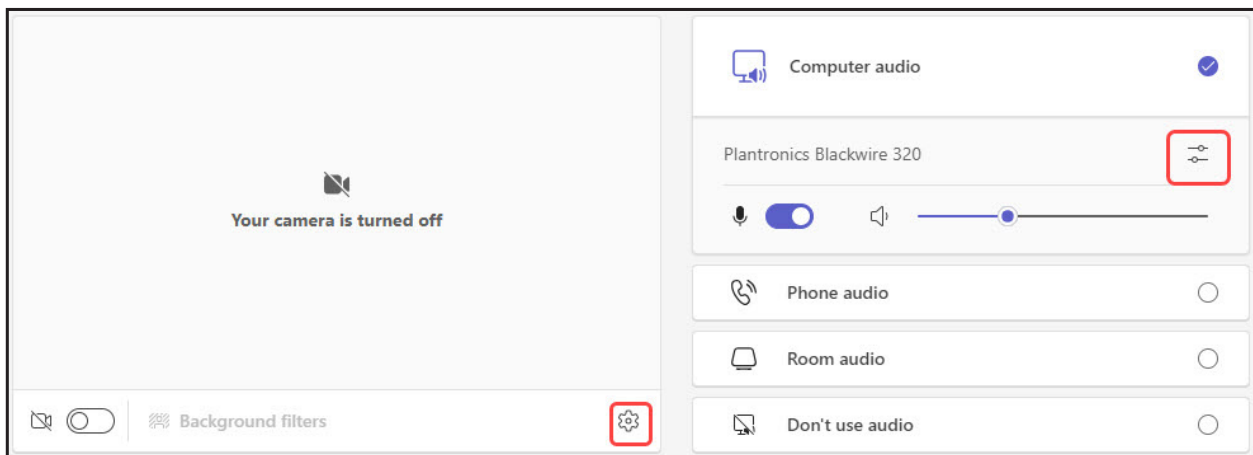
⇒ DURING A CALL OR MEETING

Click the dropdown (v) menus next to Camera and Mic, then change settings from there or go to More video/audio settings for more options.

LEARN MORE

⇒ its-training@uiowa.edu   ⇒ its.uiowa.edu/teams
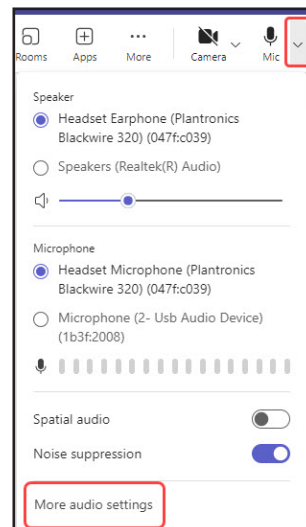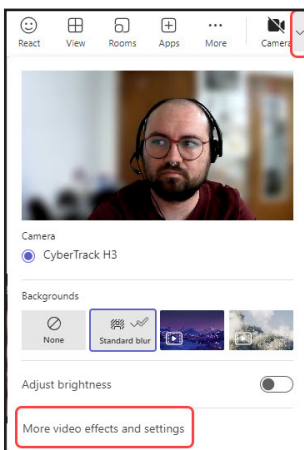
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⇒ TURN IT OFF AND ON AGAIN

Try muting and unmuting yourself on Teams. Try turning your camera off and on again.

Try unplugging your headset/webcam and plugging it back in.

In Teams, go to the More options three-dot menu > Settings > Video effects and settings / Audio settings and make sure that your camera/microphone are listed. If they are not listed, try unplugging your device and plugging it back in.

Try signing out of Teams and signing back in again.

⇒ OTHER TROUBLESHOOTING TIPS

For best performance, make sure to keep both your Teams client and your operating system (Windows, MacOS, etc.) up to date. If there is a Teams update available, you should see this listed at the top right of Teams.

You may need to check your privacy settings on your device to give Teams access to your camera or microphone.

On a Windows machine, you may need to go to Windows Start and search for Sound settings, then go to input and verify that your device is listed under Input.

Some headsets have a physical mute button/slider that you may need to turn off.

⇒ ADDITIONAL TROUBLESHOOTING RESOURCES

- My camera isn't working
- My microphone isn't working
- My speaker isn't working

⇒ STILL EXPERIENCING ISSUES?

If you're stuck and need help, call the ITS Help Desk at 319-384-4357.

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