

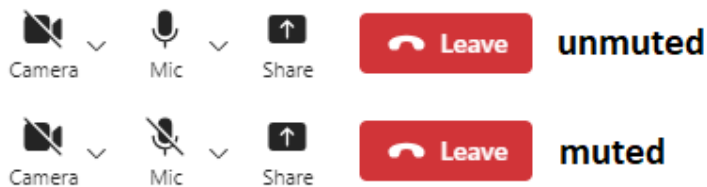
## Help With Microsoft Teams – Mic Issues

### Explanation:

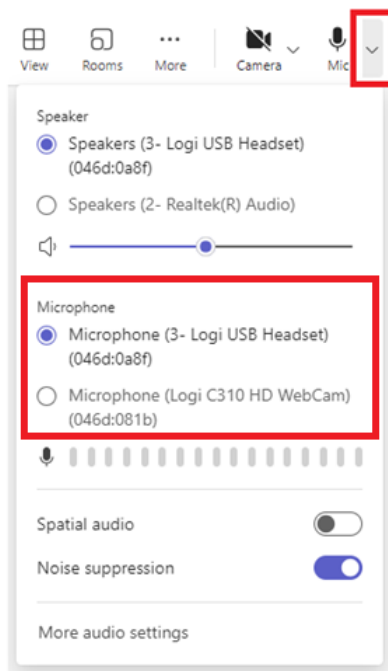
This document is designed to help resolve common Microsoft Teams microphone issues. Please connect to your meeting 5 minutes prior to the start time. If this document doesn't address your issue, please reach out to the IT Department for further assistance.

**Mic is not working:** If others are saying they cannot hear you.

1. Check to see if you are muted in the top right of the teams meeting screen.



2. Make sure the correct Mic is selected. If you are already in a meeting, you can click the down arrow next to the Mic symbol in the top right of the meeting. In this screenshot we select the headset microphone instead of the webcam microphone.



3. If you are using the built in laptop mic, make sure your lid/monitor is open and you are speaking in the direction of the laptop.



4. If the above doesn't help, you can most of the time call into the meeting with your cell or desk phone until you can work with IT to troubleshoot the mic issue further.