

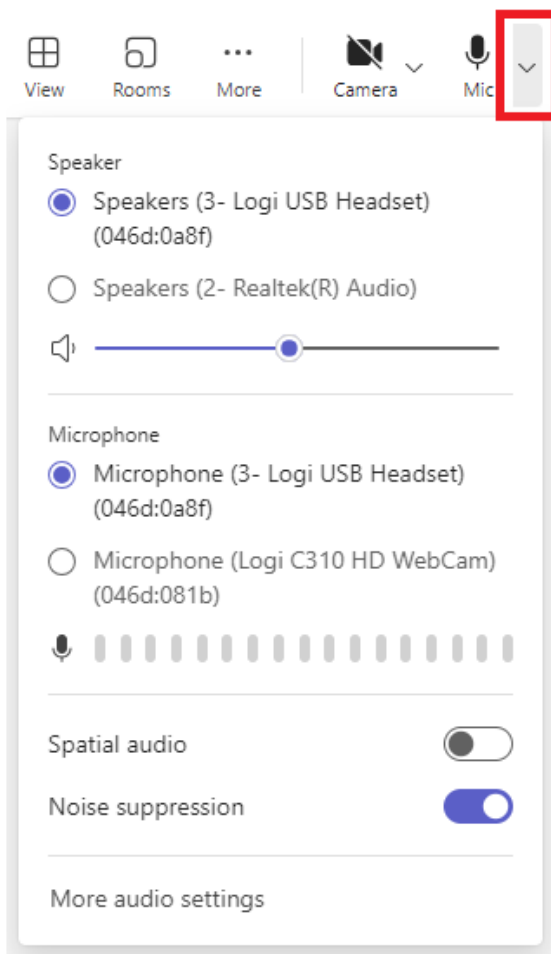
## Help With Microsoft Teams – Sound Issues

### **Explanation:**

This document is designed to help resolve common Microsoft Teams sound 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.

**Sound issues:** If you cannot hear others.

1. Check the volume on the laptop as well as in teams. Also if you are connected to an external monitor, your sound may need to be adjusted there too.
2. 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.



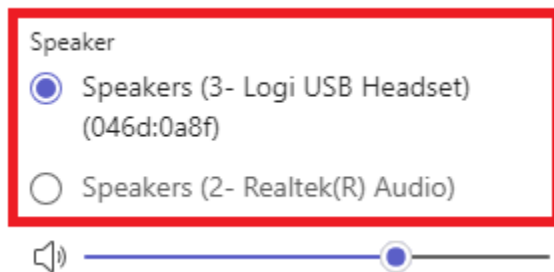
Make sure the speaker symbol does not have a slash going through it. If it does the mouse will become a hand when you put the mouse over the speaker with the slash going through it, simply click the icon again to enable sound.



Is the volume indicator all the way to the left? If you see the volume turned way down, adjust it to the right.



Additionally, make sure the correct speaker is selected. In this screenshot we can send audio to the headset or to the speakers on the laptop.



3. If you have a set of external speakers connected, are the speakers turned on and plugged in properly?
4. If you are sharing sound while sharing your screen, did you select the include sound **before** you clicking share screen?



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Include sound

