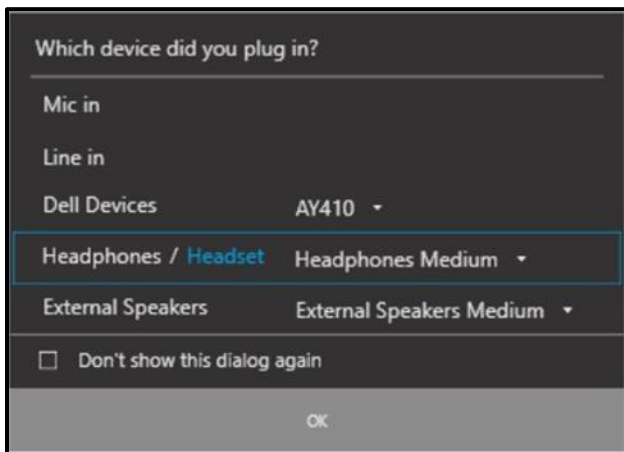


# Set Up and Configure Headset audio in Microsoft Teams

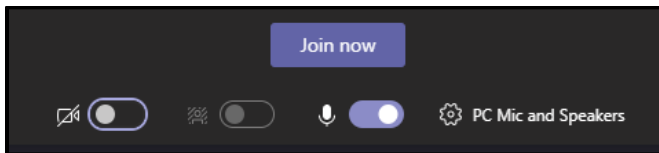
## Quick Reference Guide

### Teams Meeting on Laptops and Desktop Computers

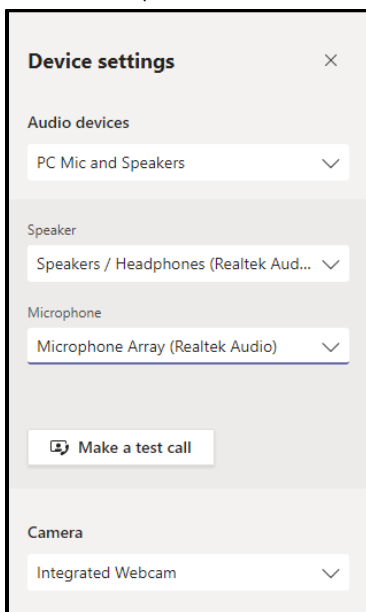
1. When plugging in your headset, a Windows popup will appear. To ensure all device audio feeds through the headset, select *Headset* and click *OK*



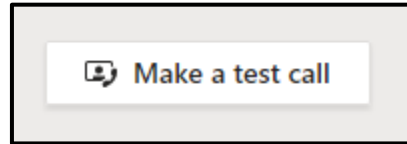
2. Prior to joining a Teams meeting, you are able to setup audio settings by clicking on *PC Mic and Speakers*



3. A *settings panel* will open on the right hand side. Ensure the drop-down boxes of both the Speaker and Microphone reflect *Realtek Audio* (as outlined in the image below)



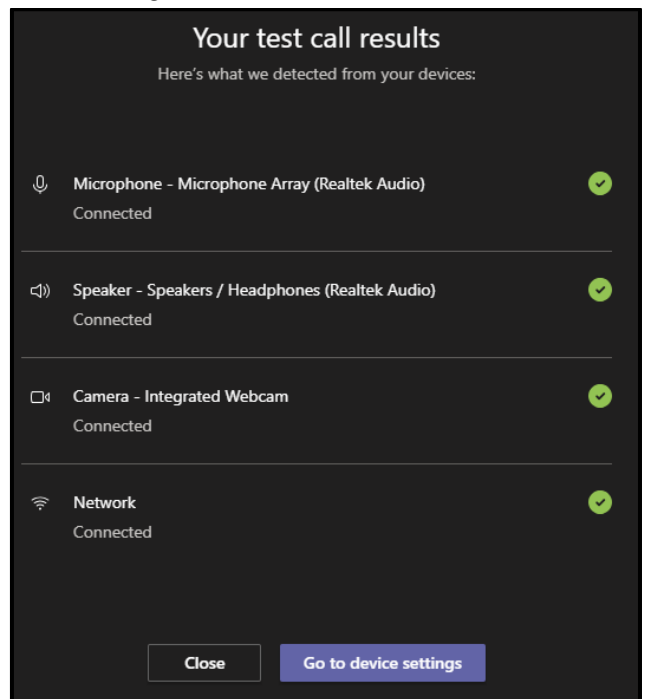
4. To test your audio setup, click on *Make a test call*



5. You will then be prompted to record a short message by talking into your microphone after the beep. Your message will then be repeated back to you for confirmation. End the test by clicking on the red *hang up* button

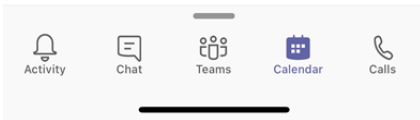


6. A test results screen will appear. If everything is connected, then click on *Close* which will take you back to the *Join now* screen for the meeting

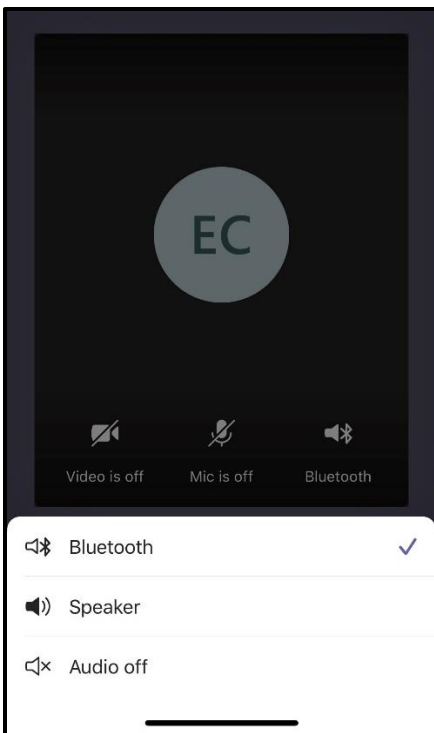
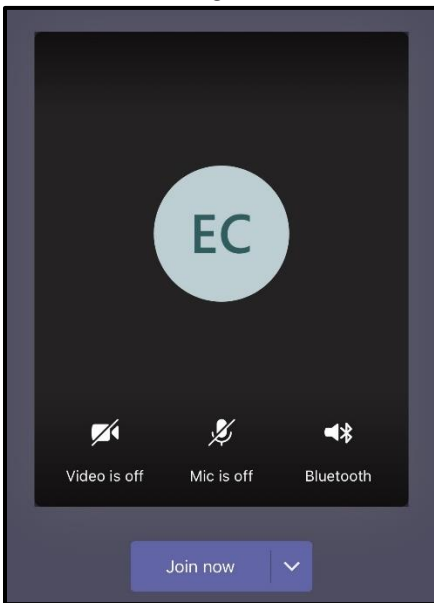


## Teams Meeting on a Mobile Device

1. In the *Calendar* tab of your mobile Teams application, you can join meetings by clicking on *Join* to the right of the meeting appointment



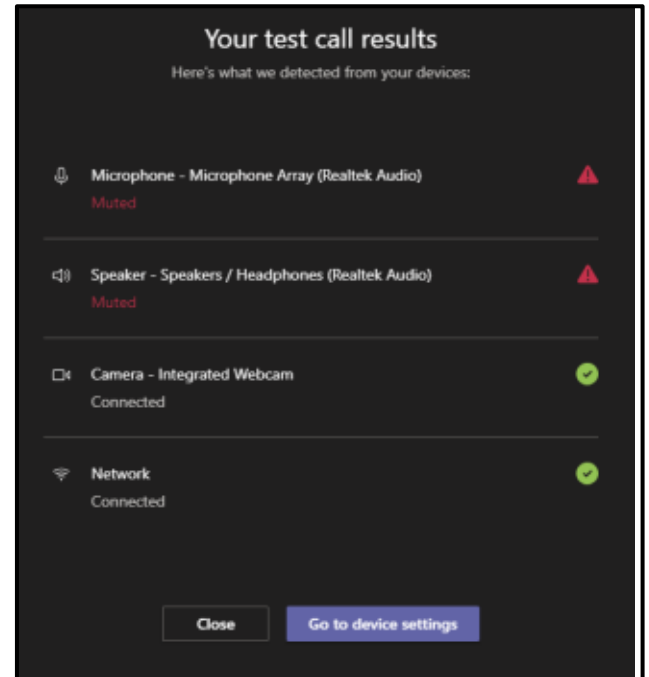
2. When using a *wired* or *Bluetooth headset* with your mobile device, ensure you have *Headset* or *Bluetooth* selected (which should display as the very right icon on your screen). Tap on the icon to change if it is not already selected



3. Click on *Join now* to join the meeting

## Troubleshooting – Laptop or Desktop Computer

If your test call results display any warnings, follow the steps below



1. Ensure your Headset is plugged into the audio jack and that you have not *muted* the microphone or speakers on your device
2. Check you are not muted in Microsoft Teams. A line through the microphone indicates you are muted – Click on the microphone to unmute

### Mute



### Unmute

