

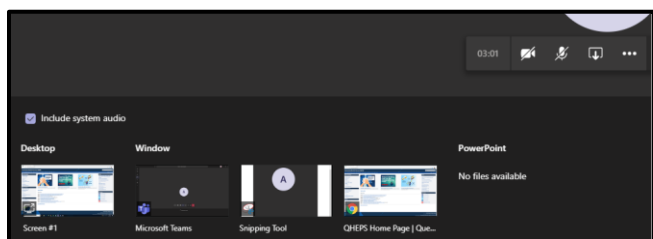
Quick Troubleshoot Guide to Audio in Microsoft Teams

Quick Reference Guide

Audio and Screen Sharing

When using the video and audio function in Microsoft Teams, the audio sharing function is not enabled by default when sharing your screen.

1. If your colleagues cannot hear the video you are sharing, you will need to ensure you tick **Include system audio** before sharing your screen



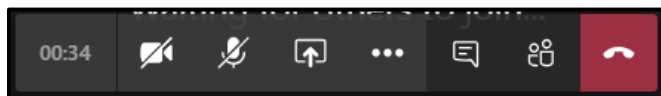
2. To stop sharing audio, click on the **icon** next to Stop presenting.



What if My Colleagues Cannot Hear Me?

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

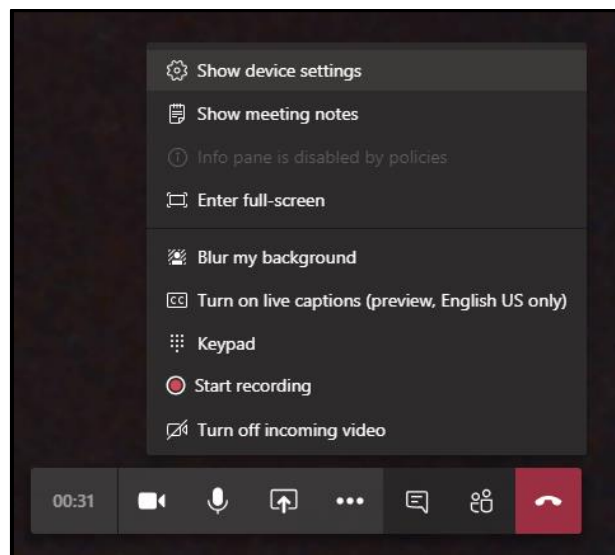


Unmute

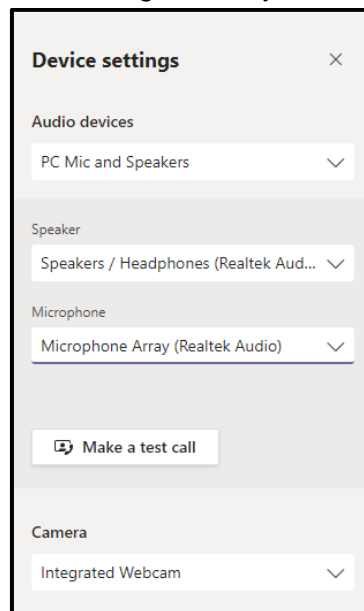


If you still cannot be heard,

1. Click on the **three dots ...** icon and then click on **Show device settings**



2. The **settings panel** will open on the right hand side. Ensure that the correct device is selected under **Microphone**. The **dynamic audio bars** below the select box will respond if it recognises any sound



What if My Colleagues Cannot Hear Me?

1. Ensure the **system volume** of your device is not **muted**
2. Ensure that the correct device is selected under **Speaker** when accessing the device settings above