

GSD. MS Teams - Managing Audio Settings in Microsoft Teams

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General Information:

Possible symptoms/errors:

How to Manage Audio Settings in Microsoft TeamsPeople in a Teams meeting or in a call cannot hear end user.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article guides on how to check user's audio settings if people in a meeting or in a call cannot hear them. This issue may appear because user's microphone is on mute or not configured correctly.Details:

1. To select the microphone, speaker and camera user wants Teams to use for calls and meetings, they need to click on their profile picture at the top of Teams then select Settings.2. In the Settings window, advise the user to select Devices.3. Under Audio devices, user needs to pick the speaker and microphone they want Teams to use by default.4. User can also select the camera they wish Teams to use under Camera.5. If user has multiple certified devices connected to their computer, they can set one as their Secondary ringer.

Secondary ringer will allow user to hear their incoming Teams call ringer from more than one device, even when a headset is plugged in.

6. User can make a test call to see how their mic, speaker and camera are working. Advise them to click on Make a test call.Note:

Test call feature is only available in English language for now. Additional languages are coming soon.Test recording will be deleted immediately after the call.Test call feature is currently unavailable for Teams on the Web.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A