

Microsoft Teams FAQ's

Content

Common problems:

[I can't hear others](#)

[People can't hear me](#)

[Low call quality or choppy audio](#)

[Echo or screeching/high pitch sound](#)

[I can't see the speaker](#)

[Can't access the chat](#)

[How do I turn chat notifications off?](#)

[Desktop app vs web browser](#)

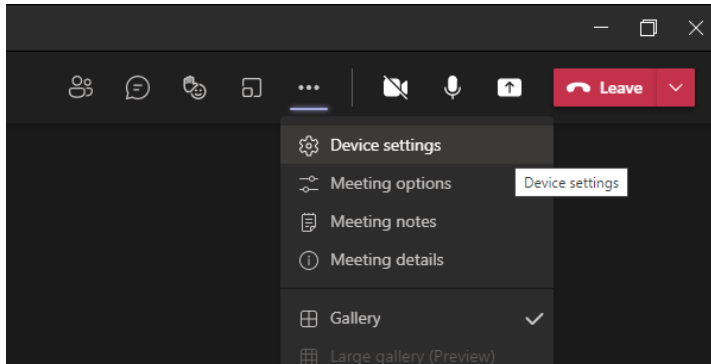
Tips and tricks:

[Eliminate background/disruptive noise](#) *(Recommended for speakers)*

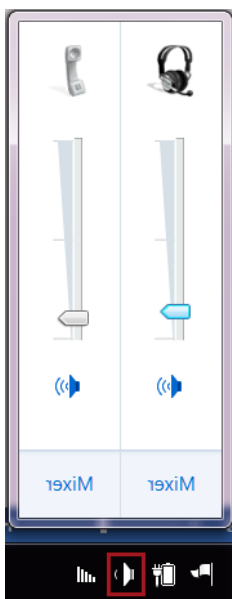
I can't hear others

If you can't hear audio, check the following:

- In the Teams meeting, click on the three dots and go to 'device settings'.




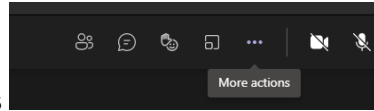
- Make sure the device you want is selected in the box under 'audio devices' and the volume is high. Adjust the volume using the speaker icon if needed.
- Check the speakers and volume on your computer as well. Select the sound button on the lower-right corner of your computer, and use the sliders to change the volume of the device you want.

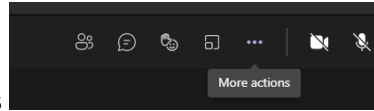


- If your device is connected to a USB hub, connect it directly to your computer.
- If you have a desk phone and the handset is on the cradle, make sure your speakerphone is on.
- If none of these suggestions solve the problem, try leaving and re-joining the meeting. If this fails, try using a different device.

People can't hear me

- Check to make sure you're not muted. When you're muted, the **Phone/Mic** icon in the meeting looks like . Select the icon to unmute.



- In the Teams meeting, click on the three dots  and go to 'device settings'.
- Make sure the speaker that you want to use is selected in the drop-down under 'speaker'. Adjust the volume.

If this does not solve the issue:

- Check the mic options in your computer settings, found in the control panel/settings and usually under the heading 'systems'.
- Make sure that you have the right input device selected, for example your internal microphone, or your headset if you are using one.
- Check the privacy settings as you may need to give Microsoft Teams access to your microphone (search for 'privacy' 'microphone', or 'sound' in your computer settings/control panel if you can't find it.)

Low call quality or choppy audio

Low audio quality might happen for different reasons. Try the following suggestions as appropriate:

- For a quick workaround, transfer the audio to a landline or mobile phone. Click the three dots in the information pane, in the meeting. Then click 'call me' and input your telephone number.
- If you're using wirelesses, use a wired connection for better network quality.
- Close any programs that you aren't using.
- If your device is connected to a USB hub, connect it directly to your computer.
- If you're running on battery, plug your computer to a power supply.
- Turn off your video.
- Turn off incoming video (find this by clicking on the three dots in the pane in the meeting). This means you won't see other people's videos.
- If possible, stop sharing your screen.
- Make sure you're not too close to your mic.
- If you are using a noise-cancelling microphone, position it approximately 1 inch away from your mouth. This filters out unwanted background noise.

I hear an echo or a screeching sound

You may even get an alert: “Check your audio – others might be hearing an echo...”

Things to do:

- If using external speakers and mic, make sure your mic isn't too close to the speakers.
- Turn down your speaker volume to reduce the echo.
- If you're using your webcam's microphone or if you are using your computer speakers, try using a different audio device such as a headset, handset, or standard microphone.
- If you're in a room with several people and multiple audio devices, mute your microphone and speakers, and request others in the room to mute their audio.

I can't see the speaker

- Try leaving and re-joining the meeting.
- Update your Teams app by going into the app and clicking on your profile photo in the top right and then clicking “check for updates”.
- Make sure you do not have the setting “turn off incoming video” on, which is found by clicking the three dots on the information pane on the meeting.
- Switch your device or try using a web browser such as Google Chrome if you still have the issue (it's recommended to use the app but you can try a web browser if you are having problems with the app).
- Check your internet. If you don't have a good connection, then Teams will disable certain features because it will prioritise audio.

Reasons you may not see the speaker:

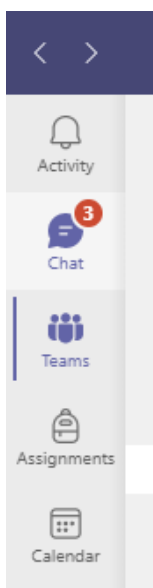
- The speaker may have their video off.
- If the speaker is sharing a presentation or file, this is what will appear on the screen, rather than seeing the file and the speaker at the same time (though you may see the speaker at the bottom in a small square).
- The speaker might not be spotlighted, therefore you are seeing other people's videos.
- You may not have the same version of Teams as the speaker does. Sometimes this can cause differences in your experience of the meeting as your Teams app is 'talking' to an older or newer version.
- You may have a poor internet connection.

Can't access the chat

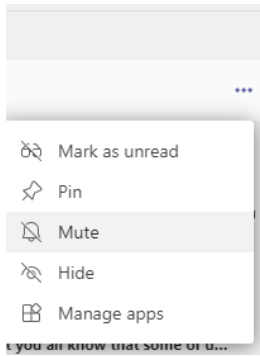
- Try leaving and re-joining the meeting.
- If this does not work, try updating your Teams app by going into the app/client, clicking on your profile photo in the top right and then clicking “check for updates”.
- If you are using an internet webpage rather than the app, switch to Google Chrome if not already.
- Your organisation may not allow the functionality of the chat box. In which case you might be able to join from a personal laptop/computer.
- Check your internet. If you don't have a good connection then Teams will disable certain features because it will prioritise audio.

How do I turn chat notifications off?

- Go to your app/client (not the window with the meeting).
- Click 'chat'.



- Find the meeting name in the chat and click on the three dots.
- Click 'mute'.



Desktop app/client vs. web browser

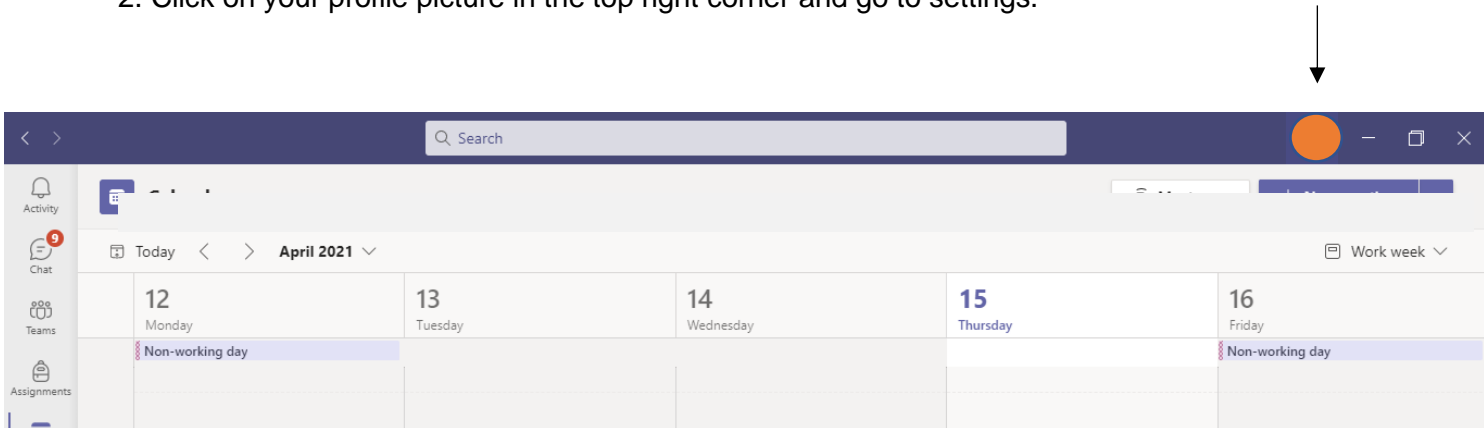
It is recommended to use the desktop app/client as it has more functionality. The table below shows the differences. [Download the app here](#)

	Windows desktop	Mac desktop	Web	Android and iOS	Linux desktop	VDI
Number of video participants in meetings	Up to 49 with Large gallery setting	Up to 49 with Large gallery setting	1 (active speaker)	Up to 49 with Large gallery setting	4	1 (active speaker)
Together mode	✓	✓	-	✓	-	-
Background blur	✓	✓	-	iOS only	-	-
Custom background	✓	✓	-	iOS only	-	-
Spotlight	Meeting in a separate window: Start, stop, and view	Meeting in a separate window: Start, stop, and view	Edge and Chrome: View only	View only	View only	-
	Meeting in main Teams window: View only	Meeting in main Teams window: View only				

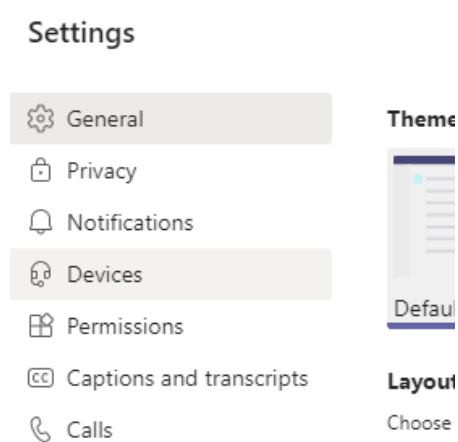
Eliminate background/disruptive noise

Changing this setting will eliminate noises such as the doorbell going, sounds from your phone, voices in the background etc.

1. Go to your Teams app/client ([download here](#))
2. Click on your profile picture in the top right corner and go to settings.



3. On the settings page go to 'devices'



4. Go to the "Noise suppression" part of the page and change the setting to 'High'.

Settings

- General
- Privacy
- Notifications
- Devices**
- Permissions
- Captions and transcripts
- Calls

Audio devices


PC Mic and Speakers

Speaker

Speaker (Conexant ISST Audio)

Microphone

Internal Microphone (Conexant ISST Audio)

 Make a test call

Noise suppression ⓘ

Choose Low if you want others to hear music. [Learn more.](#)

High

Auto (Default)

High

Low

Off