

Trouble Shooting Tips for Teams™

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BASIC FAQS

I don't have access to a computer, can I still join?

Yes!

- If you have iPhone or iPad: download the Microsoft Teams app from Apple App Store
- If you have Android phone or Tablet: download the Microsoft Teams app from the Google Play Store.

Can I use Teams in a browser? I tried opening a meeting in my browser, but it's saying its unsupported!

Microsoft Teams is only supported on the following browsers:

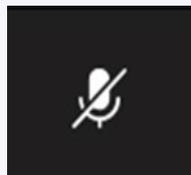
- Google Chrome (the latest version, plus the two previous versions)
- Microsoft Edge (version RS2 or later)

Safari, Firefox and Internet Explorer are *not* supported browsers for Microsoft Teams.

**BUT we recommend downloading the app on your device instead of using it in a browser.*

How do I unmute myself if I joined via the phone number?

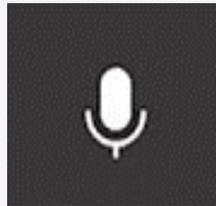
If you joined via the phone number, you will be able to mute and unmute yourself the same way you would if you made a regular phone call with your phone. Depending on your phone, you will see an unmute and mute button that may look similar to this:



I'M UNABLE TO HEAR ANY AUDIO OR OTHER USERS CANNOT HEAR ME

Step
1

Please make sure that your mic is not muted. The mic button will look like this:

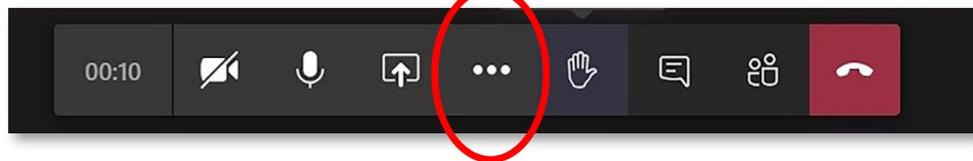


Step
2

In Teams

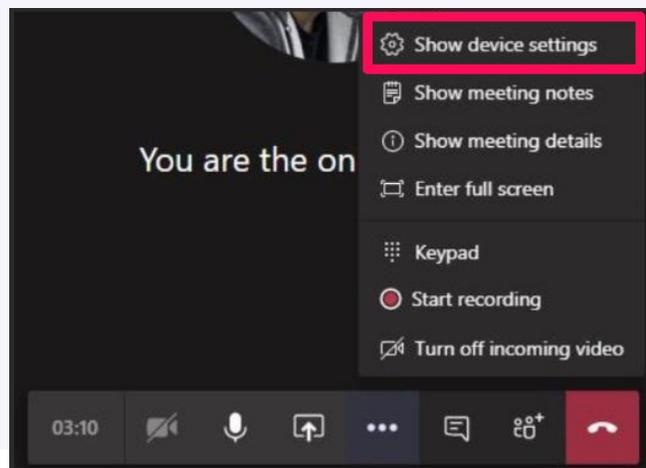
Teams utilizes the default mic and speakers of your computer, to adjust these please adjust your audio settings within a Teams call to the correct device:
Continued on the next page

Click the three dots (●●●) in your options bar during a Teams call



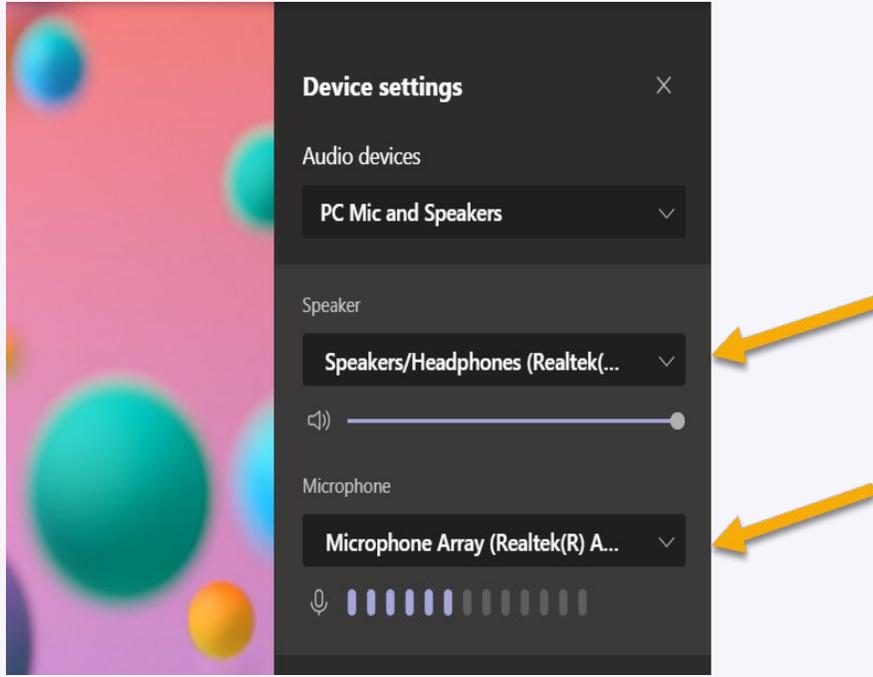
Step
3

From the list that appears, click **Show Device Settings**



Step
4

Device settings will open in a sidebar to the right. In this sidebar, you can choose your preferred devices for audio and video.



Step
5

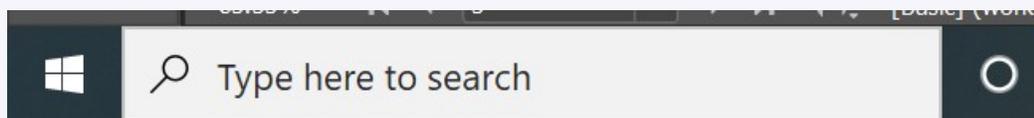
Check that your computer speakers are not muted or turned off (See steps Below for Windows and Mac OS)

FOR WINDOWS: CHECK THAT YOUR DEVICE SPEAKERS ARE NOT MUTED OR TURNED OFF.

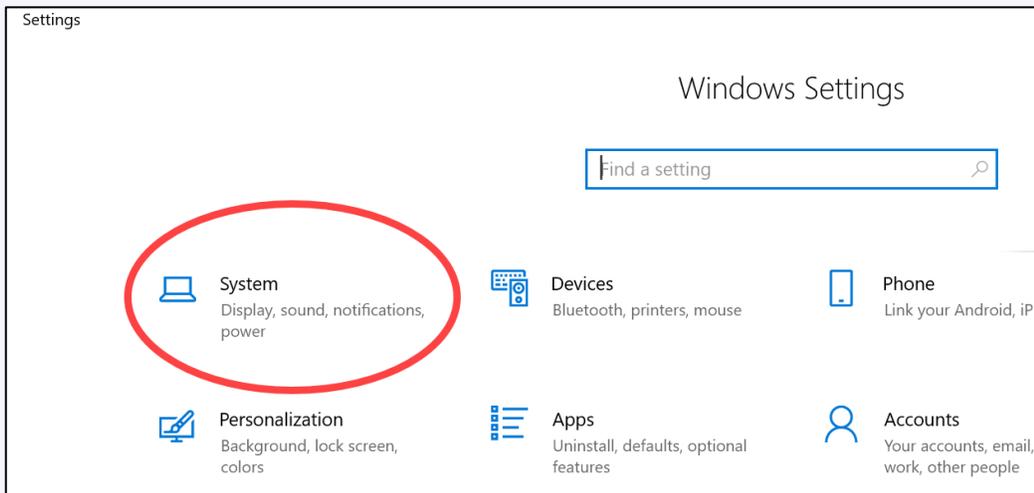
Step 1 Click the speaker icon in your task bar. Drag the slider to the right to turn your speaker volume up



Step 2 If your audio is still not working, you may need to change your sound output settings. To do so, type *Settings* in your taskbar search.

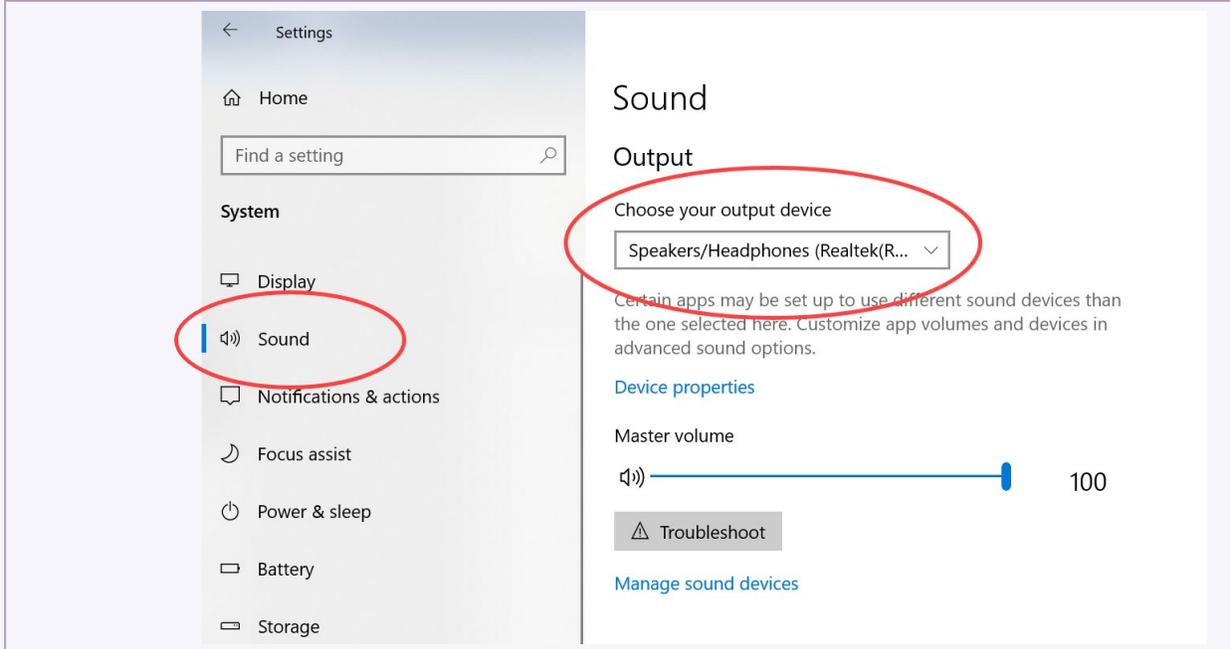


Step 3 Click the **Settings** icon in the results
Click **System**



Step
4

Click **Sound** from the lefthand sidebar.
On the right, under **Choose your output device**, select the speaker in the drop down list.
(You may need to restart Teams.)



FOR MAC IOS: CHECK THAT YOUR DEVICE SPEAKERS ARE NOT MUTED OR TURNED OFF.

Step
1

Click the Volume control in the menu bar, then drag the slider to adjust the volume.



Step
2

If your audio is still not working you may need to change your sound output settings. On your Mac, choose Apple menu then System Preferences. Click **Sound**, then click **Output**.



Step

3

Select the speaker device you want to use in the list of sound output devices.
*You may need to restart Teams.