

Troubleshoot audio

Choose the issue that best describes your situation:

Audio doesn't work with Windows 8.1

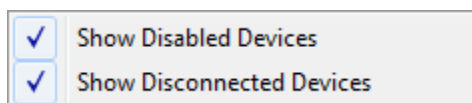
If you're running Teams on Windows 8.1 operating system, certain audio or video devices may not work if the device drivers aren't installed properly. This is a known issue on Windows 8.1, and a possible workaround is to update the device drivers to the latest version.

See [Download and install drivers in Windows 8.1](#).

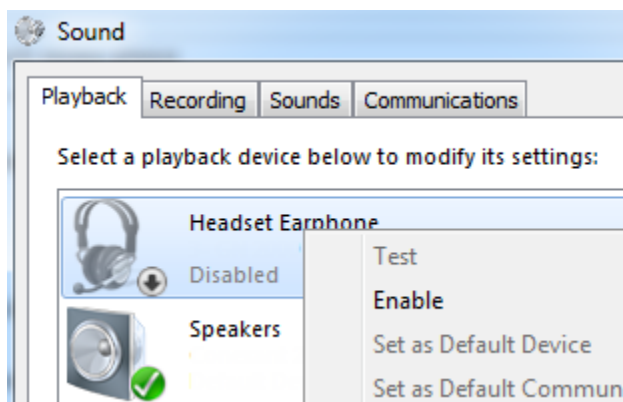
Teams doesn't recognize my audio device or you got an error that says your speaker and microphone are not working

Try the following suggestions to resolve the problem. After each suggestion, check to see if your device is working before moving on to the next one.

- If you're on Windows 8.1, make sure your device drivers are up to date. See [Download and install drivers in Windows 8.1](#).
- If your audio device is connected to a USB hub, plug it directly into your computer.
- Unplug your device, reboot and plug it back in.
- Make sure your audio device is not disabled:
 1. Go to **Start > Control panel**.
 2. In **Control panel**, search for **Sound** and open it.
 3. Right-click to make sure **Show Disabled Devices** is checked.



4. If your audio device is disabled, right-click the device and select **enable**.



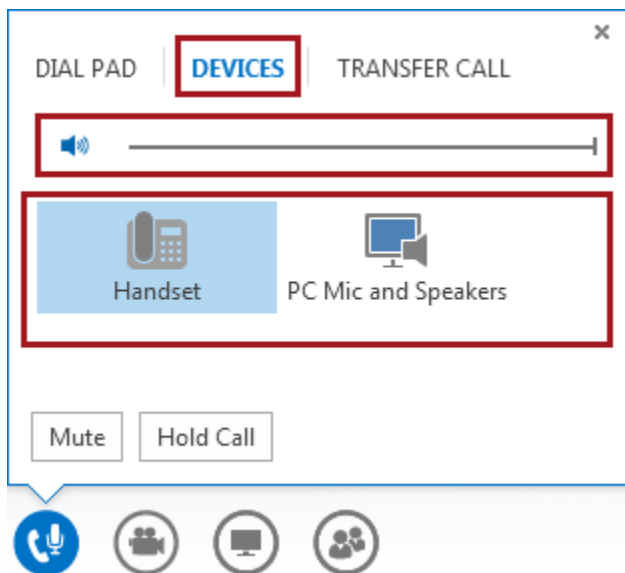
- Scan for hardware changes in Device manager:
 1. Go to **Start > Control panel**.
 2. Search for Device Manager and open it.

3. Select your computer name, then select **Actions** > **Scan for hardware changes**. This will find new devices and install the drivers.
- Download the most current drivers from the manufacturer's web site and install them.

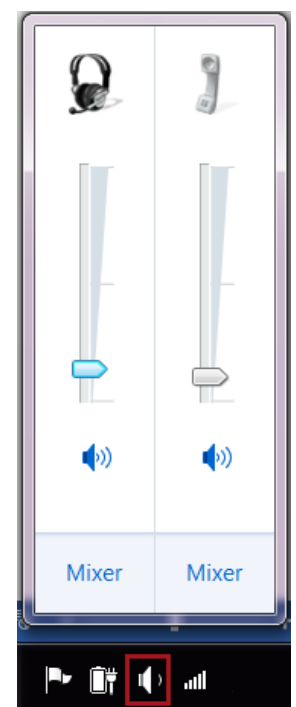
I can't hear others

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


- In the Teams meeting, point to the **Phone/Mic** icon, then select the **DEVICES** tab. Make sure the device you want is selected, and the volume is high. Adjust the volume using the speaker icon if needed.

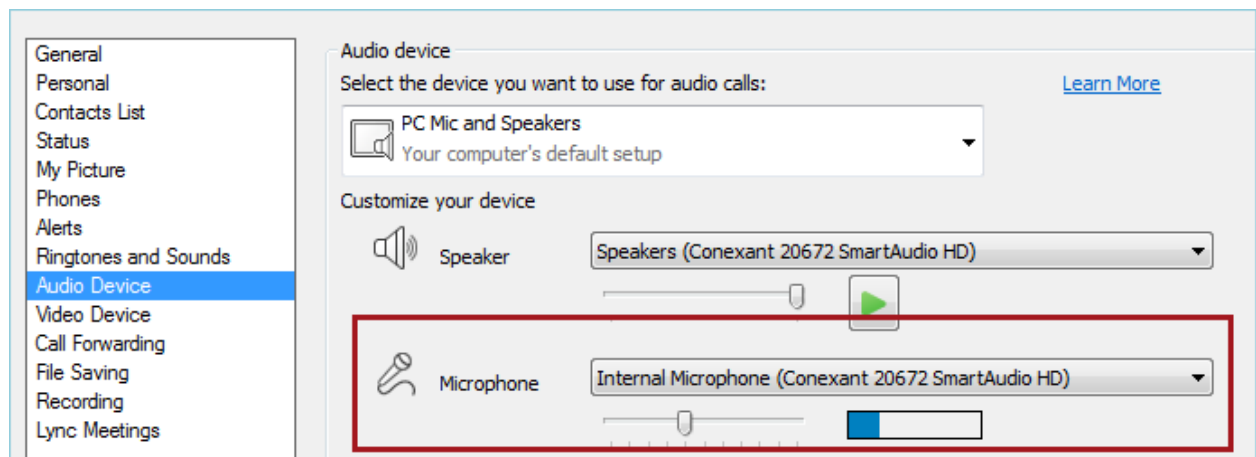


- Check the speakers and volume on your computer as well. Select the sound button on the lower-right corner of your computer, and use the sliders to change the volume of the device you want.
- If your device is connected to a USB hub, connect it directly to your computer.
- If you have a desk phone and the handset is on the cradle, make sure your speakerphone is on.
- If none of these suggestions solve the problem, try using a different device, or transfer the call to another phone. For more information, see [Transfer a Teams call](#).



People can't hear me

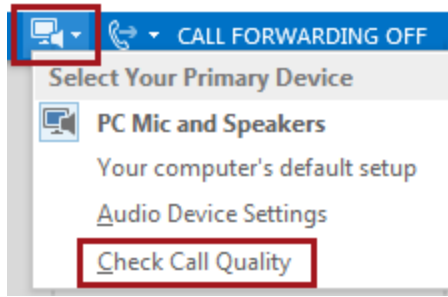
- Check to make sure you're not muted. When you're muted, the **Phone/Mic** icon in the meeting looks like . Select the icon to unmute.
- In the Teams meeting, point to the **Phone/Mic** icon, then select the **DEVICES** tab. Make sure the device you're using is selected.
- Check the mic options in the Teams main window:
 1. In the Teams main window, go to **Options** ⚙️ > **Audio device**, and then choose the microphone you want.
 2. Use the slider to adjust the microphone volume. The blue indicator helps you choose the appropriate level for your mic as you speak.



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 cell phone. See [Transfer a Teams call](#).
- If you're using wireless, 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.
- If possible, stop sharing your screen.
- Make sure you're not too close to your mic.
- If you are using a noise-canceling microphone, position it approximately 1 inch away from your mouth. This filters out unwanted background noise.
- Make a test call and adjust your mic volume and position. Select the audio icon on the lower left side of the Teams main window, then select **Check Call Quality**.



- Use an audio device that's [qualified for Microsoft Teams](#).
- Make sure your device drivers are up to date:
 - For Windows 7, see [Automatically get recommended drivers and updates for your hardware](#).
 - For windows 8, see [Download and install drivers in Windows 8.1](#).

I hear echo or a screeching sound

You may even get an alert:

Check your audio - others might be hearing an echo...echo...ech...



- 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.