

Windows laptops & PCs | Easy | 2 min read

Microphone not working on Windows

If people cannot hear you on calls, the microphone is usually muted, switched off in privacy settings, or not chosen as the input device.

Quick fixes to try first

- Look for a mute key on the keyboard, often with a microphone symbol. Check it is not on.
- If you use a headset, make sure the plug is fully in and any mute switch on the cable is off.
- Check the call app, such as Teams or Zoom, has its own mute button turned off.
- Restart the laptop and the app.

Step by step

1. Open **Settings** by pressing the Windows key and I together.
2. Choose **System**, then **Sound**.
3. Under **Input**, pick the microphone you want to use. Speak and watch the bar or level meter move. If it moves, Windows hears you.
4. Check the volume slider for the microphone is not turned down to zero.
5. Windows 11: go to **Privacy & security**, then **Microphone**. Windows 10: go to **Privacy**, then **Microphone**. Make sure microphone access is **On**, and that the app you want is allowed. The exact wording may differ slightly.

If that did not work

- Try the troubleshooter. In the Sound settings, look for **Troubleshoot common sound problems** or similar.
- Unplug and re-plug a USB or Bluetooth headset, and select it again under **Input**.
- For a Bluetooth headset, remove it under **Bluetooth & devices** and pair it again.
- Install waiting updates from **Windows Update**.
- Close other apps that may be using the microphone.

Please do not download audio driver tools from random websites.

When to get more help

Stop and email us if no input device is listed at all, the level meter never moves with any microphone, or the problem began after a spill or drop. Tell us the make and model, the program you are using, and whether a headset works.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.