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Microsoft Teams: no sound or camera

When people cannot hear you, or you cannot see them, the cause is often a setting rather than a broken device. Work through these steps from the simplest.

Teams changes often, so use the nearest wording if your screen looks different.

Before the meeting

- Close other apps that may be using the camera, such as Zoom.
- Plug in headphones or a headset if you have one.
- Check your device volume is up and not muted.

Allow Teams to use your camera and microphone

On Windows, open **Settings** then **Privacy** (or **Privacy and security**), and check **Camera** and **Microphone**. Make sure access is switched on for apps, including Teams. On a Mac, look in **System Settings** then **Privacy and Security**. On phones, look in the app's permission settings.

Choose the right devices inside Teams

1. In the Teams call or meeting, find the **More** or three dots menu.
2. Choose **Settings** or **Device settings**.
3. Check the **Speaker**, **Microphone** and **Camera** lists, and choose the correct one.
4. Use any **Make a test call** option to check it.

Common reasons

- The microphone icon in the meeting has a line through it. Click it once to unmute.
- A physical mute button on a headset is switched on.
- A laptop camera has a privacy shutter or a keyboard shortcut that switches it off.
- Bluetooth headphones are connected to your phone instead.

If it still fails

1. Leave the meeting and rejoin.
2. Fully close and reopen Teams.
3. Restart the computer.
4. Try joining through a web browser instead of the app.
5. Install any waiting updates.

Do not

Do not uninstall Teams or drivers unless advised, as you may lose settings.

When to get more help

Contact us if the device does not appear in the list at all, if it works in other apps but not in Teams, or if the problem keeps coming back.

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.