

Printers, monitors & devices | Easy | 2 min read

My headset or earbuds microphone is not working

If people cannot hear you on a call, or the sound goes only one way, the microphone is probably muted, switched off or not chosen as the one to use.

Check the headset itself

- Look for a mute switch or button on the cable or earcup. A light often shows when you are muted.
- Make sure the microphone boom, if it has one, is lowered towards your mouth.
- If it is wireless, check the battery and make sure it is switched on and connected.
- Try unplugging and plugging it in again, or use another USB port.

Check which microphone is chosen on Windows

1. Open **Settings**, then **System**, then **Sound**.
2. Under **Input**, choose your headset from the list.
3. Speak and watch the bar move as it picks up your voice.

Also check **Settings**, then **Privacy & security**, then **Microphone**, and make sure access is on.

Check which microphone is chosen on a Mac

Open **System Settings**, then **Sound**, then the **Input** tab. Select your headset and speak to see the level move. Also check **Privacy & Security**, then **Microphone**, to be sure the app is allowed.

Check inside the call app

Apps such as Teams, Zoom and WhatsApp have their own settings for **Microphone**. Open the settings in the app and pick your headset there.

With Bluetooth earbuds

Earbuds sometimes work for sound but struggle with the microphone. Try removing the earbuds from your Bluetooth list and adding them again. See our guide on Bluetooth not connecting.

Other tips

- A 3.5 mm headset plug may need to be pushed in firmly
- Some laptops have one socket for both, and need a headset with a plug made for that

When to get more help

If other people still cannot hear you, test the headset on a different device. That tells you whether the headset or the computer is at fault. Tell us the make and model and which app you use.

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.