

Troubleshooting Guide for Teams Meetings

Issue: Can't Join a Teams meeting in Desktop App

Solution: Install the desktop version of Teams. If the desktop version of Teams is installed on your computer but you can't join the meeting, follow these steps to join with Teams Web App:

1. In the meeting request, right-click **Join Microsoft Teams Meeting** and select **Copy Hyperlink**.
2. Paste the meeting link into a browser address box, and add **?sl=1** at the end. For example: `https://join.contoso.com/meet/patrick/ABCDEFGH?sl=1`.
3. Press **Enter** to join the meeting with Teams Web App.

Issue: Camera or microphone won't work during meeting.

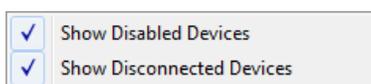
Possible Solutions:

1. Make sure your webcam and microphone are selected before joining or starting a call. When you join, you'll see a toggle switch for your webcam and microphone on the left. Make sure both are on. You'll also want to click the settings cog and choose *PC Mic and Speakers* and make sure that you've selected the default microphone and speaker from the list.
2. Leave the meeting and re-join.
3. Check permissions. If you're using the Teams web app, you want to make sure that you've granted your web browser and the webpage permission to use your webcam and microphone. Typically, you'll get an *Allow* prompt. Otherwise, you'll need to tweak your privacy settings.

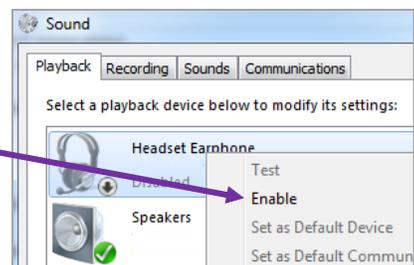
Windows 10: Check your privacy settings for the webcam and microphone by typing *Webcam* into the search box or when on the Start Menu. Select *Choose which apps can access your webcam* and then scroll to the bottom of the list to make sure Microsoft Teams and your web browser are On. You also can search for *Microphone* and then choose *Microphone and Privacy Settings* and then check to see if your microphone is toggled to On.

Mac: Check your privacy settings by clicking the Apple menu and choosing *System Preferences*. You'll then want to click the *Security and Privacy* section and then click *Camera*. Tap the prompt that says *Click the lock to make changes* and enter your password. You'll then be able to allow Teams to access your camera. Repeat the process for Microphone.

4. Make sure your audio device is not disabled:
 - Go to **Start > Control panel**.
 - In **Control panel**, search for **Sound** and open it.
 - Right-click to make sure **Show Disabled Devices** is checked.



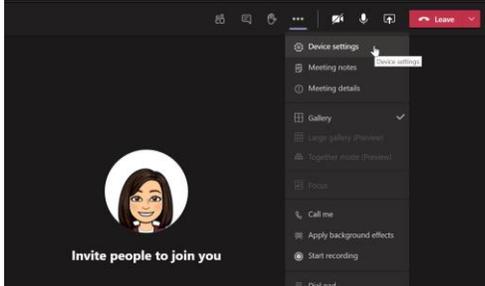
- If your audio device is disabled, right-click the device and select **enable**.



Issue: I can't hear audio

Solution: check the following:

- In the Teams meeting, go to the three dots in the menu, then select the **Device Settings**. 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

Issue: Teams Keeps Freezing

Possible Solutions:

1. Force quit the app and try launching it again.

Windows 10: Click Ctrl, Alt, and Delete together on your keyboard. Choose *Task Manager* from the list. You should then see *Microsoft Teams* under the *Apps* section. Click this, and then choose *End Task*. This will cause Teams to quit. When you launch the app once again, it should load up as normal.

Mac: If you're on a Mac, you can force quit the Teams app to have it refresh. You can do this by clicking: Option, Command, and Esc (Escape) on your keyboard. You also can choose *Force Quit* from the Apple menu, too. You can then select the Teams app and choose *Force Quit*.

2. As a backup, you can try using the Teams web app instead. Head to [Teams.Microsoft.com](https://teams.microsoft.com) and login with your account.

Still not able to join a Teams meeting?

Suggested next steps:

Try joining the meeting on a different device or connect to the meeting by phone if the meeting request contains dial-in information.