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MS Teams Troubleshooting Guide

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x You can find the MS Teams invite in your emails.

For some devices this may also have been added to your calendar.

x The interviewer can't see me

Check the camera is connected

If the camera is built in to the PC skip this check. If you are using an external camera check that it is correctly connected to the computer.

x I can hear myself

Check your audio setup

The most likely cause is that your microphone is picking up the audio coming out of your speakers. Try to either turn the speakers down or position the microphone further away from them. If you have headphones you can use this would also prevent the echo.

Check you are not 'listening' to your microphone

This is less likely to be the cause. Windows can be set to directly output the audio from a microphone. If you right click on the volume icon and select 'sounds', then go to the 'Recording' tab. Right click on your microphone and click 'properties', then select the 'Listen' tab. Make sure the box next to 'Listen to this device' is not ticked, then click OK at the bottom.

Where can I get further advice?

For further support on how to use MS Teams there is a lot of advice and guidance on their website which can be accessed [here](#)