It’s always a good idea before a Teams meeting to check that the settings for any devices you plan to use (e.g. speakers, microphone, or a headset) are correct and that the devices are working. This is particularly important if you have been switching between different devices, for example switching between a headset and your computer’s built-in speakers.

**Before you start:** If you intend to use a headset, headphones, or webcam, make sure these are connected to your main device.

### Checking settings in Teams Desktop App

1. Launch the Teams app – this is available as a shortcut on all staff desktops.
   - If you are a student, and you don’t have a University device, you will need to launch the Teams Office 365 App, as described below.
2. Click the three dots (ellipsis) at the top right of the Teams window.
3. Click **Settings**, then **Devices**
4. Check that the device/s you want to use (ie Speaker, Microphone, and Camera if available) are displayed in the relevant drop-down lists. If they aren’t, click the relevant drop-down arrow and select the device you want.
   **Note:** Click Make a test call and follow the prompts to check the call quality of your microphone.

### Check settings in Teams Office 365 App

You can access Teams via any Microsoft 365 app. For example, via Outlook:

1. **Go to** www.outlook.com/abdn.ac.uk
2. To launch Teams, click the **App launcher** (the ‘waffle’ icon) at the top left of the window and click **Teams** from the Apps area.
3. In Teams, click the **Calendar** from the App Bar at the left of the Teams window.
4. Click **Meet Now** at the top right of the Calendar window.
5. Click **Start meeting** to display a meeting window.
6. Click the **cog** at the bottom of the preview to display the Device settings at the right of the screen.
7. Check that the device/s you want to use (ie Speaker, Microphone, and Camera if available) are displayed in the relevant drop-down lists. If they aren’t, click the relevant drop-down arrow and select the device you want.
8. Close the meeting preview window

### Further help and support

Use MyIT to log calls with the IT Service desk [https://myit.abdn.ac.uk/](https://myit.abdn.ac.uk/)

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2 This button may not appear if you are using Firefox as your browser. We recommend using Edge, Chrome or Safari.