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 if you have been 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.
2. Click your profile picture at the top right of the Teams window.
3. Click **Settings**
4. Click **Devices**
5. Check that the device/s you want to use (i.e. 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

Because Teams is part of Office 365, you can access it via **any** Office 365 app. For example, via Outlook:

1. Go to [https://www.outlook.com/abdn.ac.uk](https://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 to display a preview window.
5. Click **Devices** to display the Device settings.
6. Check that the device/s you want to use (i.e. 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.

### Further help and support

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