



# MS Teams Troubleshooting Guide

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## How do I find my Microsoft Teams (MS Teams) interview link?

- You can find the MS Teams invite in your emails. For some devices this may also have been added to your calendar. When it is time to join your interview you will need to click the '[Join Microsoft Teams Meeting](#)' link within your invite. We recommend you do this **10 minutes** prior to your interview time.

## I can't connect

- Check the network connection

Check the computer is connected to the internet. You can do this by hovering over the network icon in the status bar at the bottom right of the screen:



## I can't hear the interviewer

- Check the speakers/headset is connected

First check that the speakers or headset you are using is connected to the computer. This will normally be via a USB connection, or a green headphone connector with a matching green headphone socket on the computer. If the headphone socket is not coloured then it should have a small picture of headphones next to it instead.

- Check your volume controls

Check that the volume for your speakers or headset is turned up and not muted. When you adjust the slider, you should hear a chime sound which indicates both that sound is working and the current volume.



## 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. This will normally be via a USB connection. If the camera appears to be plugged in try removing it and plugging it back in to ensure it is properly connected.
- Check nothing is obscuring the camera  
Check that nothing is obscuring the camera and that you are seated directly in front of it.
- Check the video device in MS Teams  
In MS Teams click on the camera icon this will activate your camera and you should be able to see yourself.
- Close any applications which could be using the camera  
If you have any other applications open which could be using the camera then close these down (normally the camera can only be used by one application at a time).

## 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