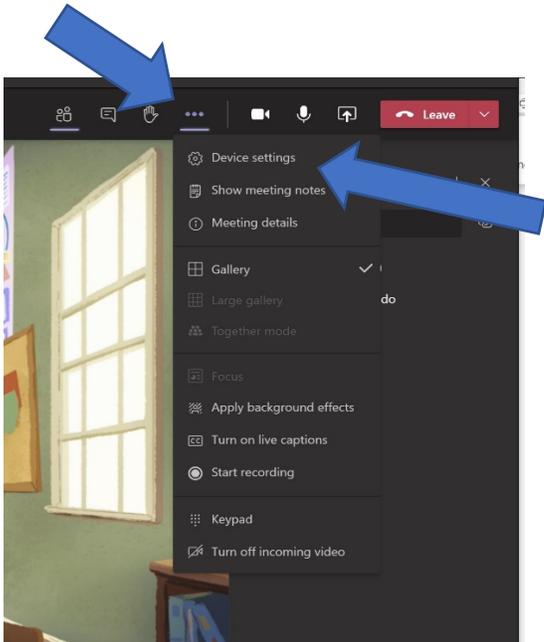First check that you are not muted depending on whether you are using **the desktop app** or web app, you need to check Teams' sound settings. Also, check your laptop's sound and speaker volume.

1. Select More options **(…)**
2. Device Settings (⚙)

A new pop-up window will appear in the right sidebar. That's where you can check and choose any connected audio device, speaker volume, and other settings. Make sure everything is as you want and working correctly.
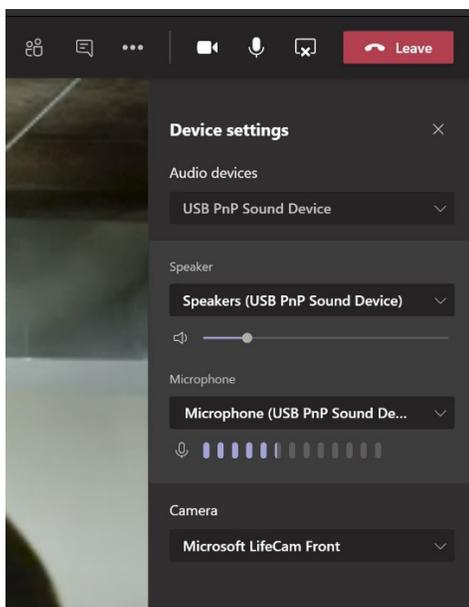
Permissions and Access

Sometimes, the permission to your system hardware may be the issue. Let's make sure you permitted the Teams to access your Mic and Speaker.

Click on your profile pic in Teams app and select Settings.
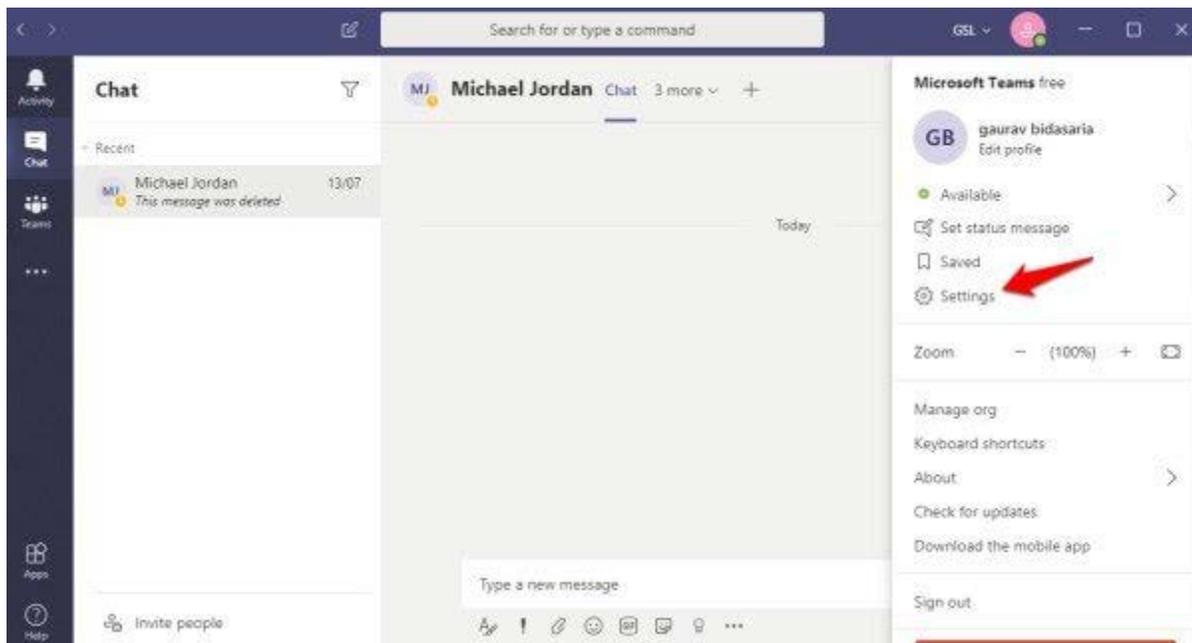
Click on the Permissions tab and make sure Teams is allowed to access to mic, speakers, and notifications. Otherwise, how else will you hear Teams sound?
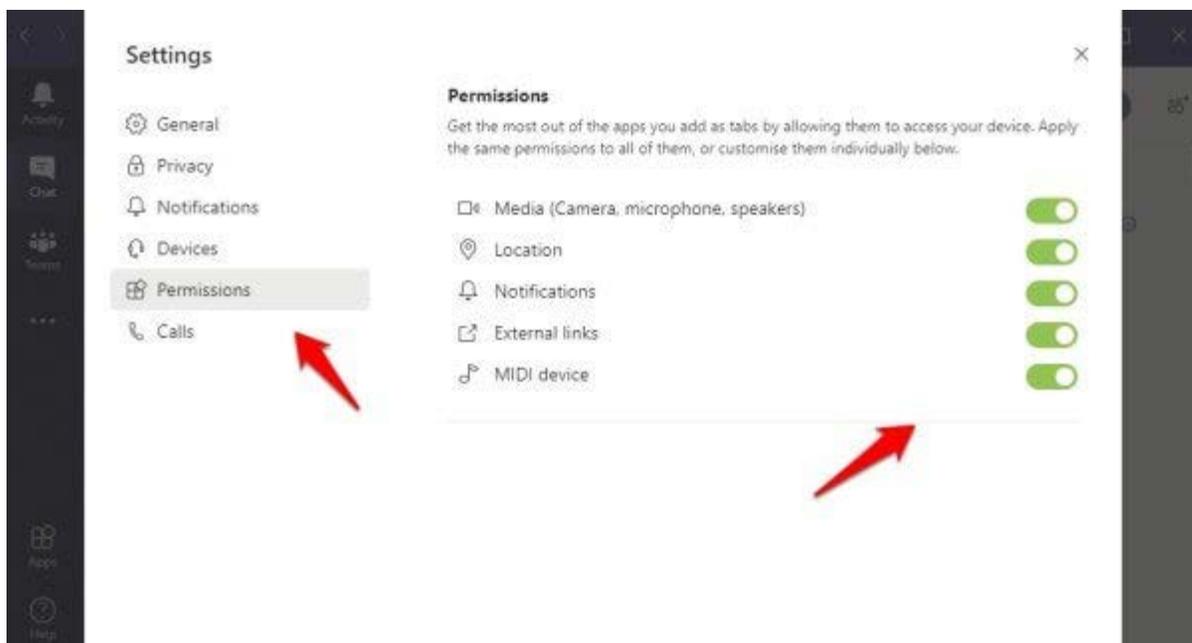
Troubleshoot microphone issues on a Mac

If you're using a Mac and you're having trouble getting your microphone to work, you might need to change one of your privacy settings.

Here's how to check:

1. Open **System Preferences**
2. Select **Security & Privacy**
3. Under **Privacy**, choose **Microphone** on the left
4. Make sure Microsoft Teams is selected