
From: IT Help Desk
Sent: Wednesday, October 5, 2022 9:53 AM
To: Bankwide
Subject: IMPORTANT: MS Teams - Sound Issues

Importance: High

Good morning,

We have had a large amount of users reporting issues with sound in MS Teams lately. This is caused by having the incorrect audio device selected in MS Teams. If you are having issues with no sound or sound coming from the wrong device in MS Teams, please follow the steps below.

- 1) Open MS Teams.
- 2) Click on the three white dots next to the profile icon in the top right corner and select SETTINGS.
- 3) Select the DEVICES tab on the left pane.
- 4) Select the proper audio device in SPEAKER. If you are unsure which device to select, you may need to cycle through the available devices and test the sound until the proper device is selected.