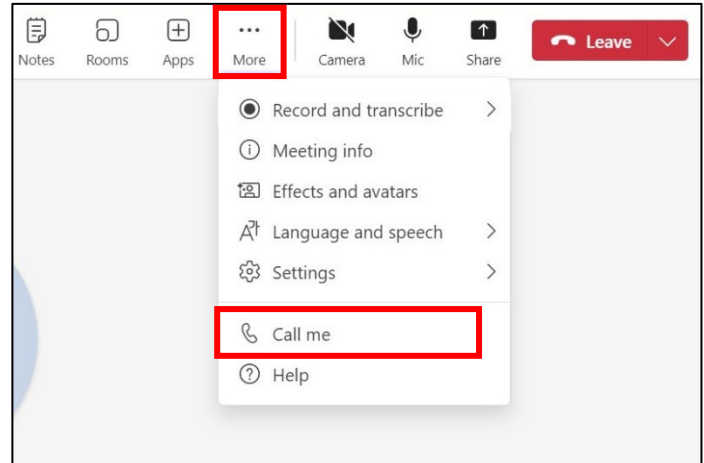# Microsoft Teams – Addressing Audio Issues

Teams Call me

If during the course of a meeting you are experiencing audio issues, you can select the **Call me** feature and switch to your phone audio.

1. Select **More Actions** ⬛ from the task bar, and then select **Call me**. Enter the phone number you wish to be called at, and then click **Call me**.

2. Enter the phone number you wish to be called at, and then click **Call me**.

   You will receive a call from the NYC audio line (646) 902-9990. Once you accept the call, Teams will automatically join you to the meeting.

   Click on the **X** in the upper right-hand corner of the dialog box to see the Teams screen
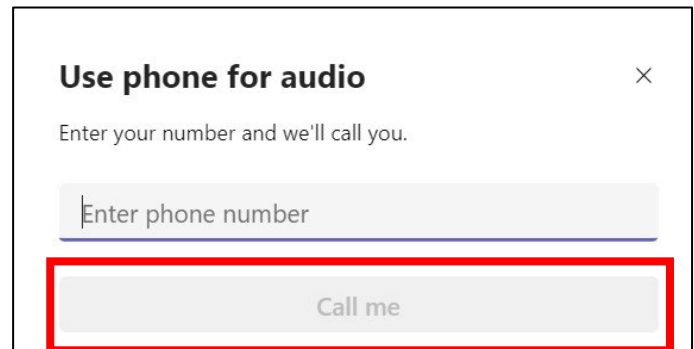
   Note: When you switch to phone audio, the Teams audio is automatically muted. To mute yourself during the meeting, use the mute button on your phone or press *6.
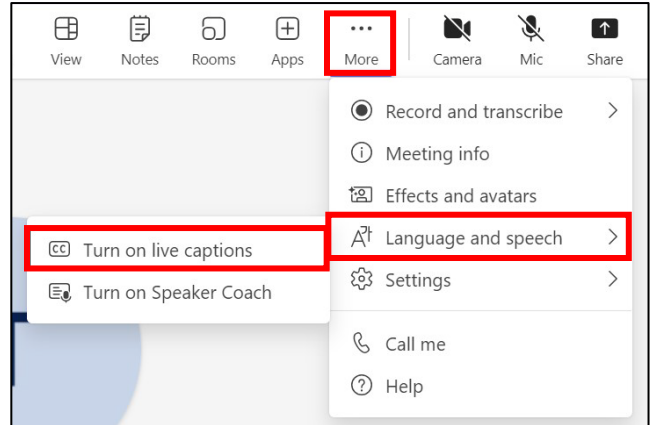
Template Date: 8/01/2013
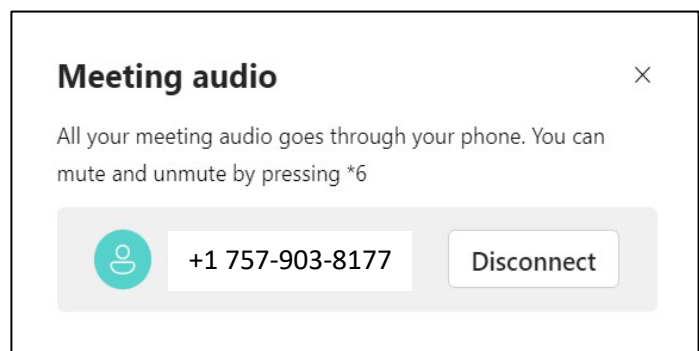
Microsoft Teams – Addressing Audio Issues

Live Captions

1. If you still are having difficulty hearing others on a call, you can select **More (three dots)** in the task bar, click **Language and speech** then **Turn on live captions.**

2. **Select the language** that is spoken by everyone in the meeting from the drop down menu.

3. **Check** the box to **Save for future meetings**, and then click **Confirm.**

   Note: English is the default language.
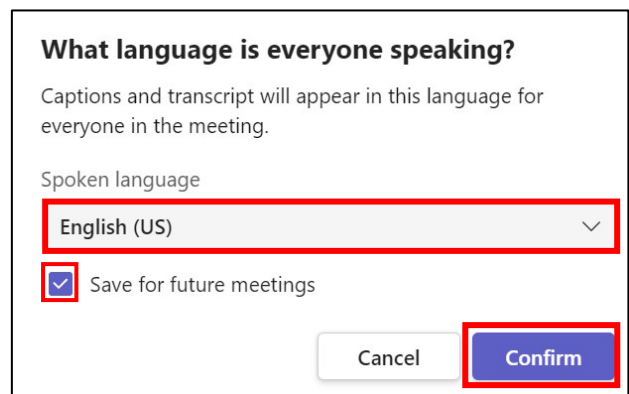
A live transcript will appear at the bottom of the screen throughout the duration of the meeting.

To change the font size and color, click the **Settings** in the captions box at the bottom of the screen, and then click **Caption Settings.**
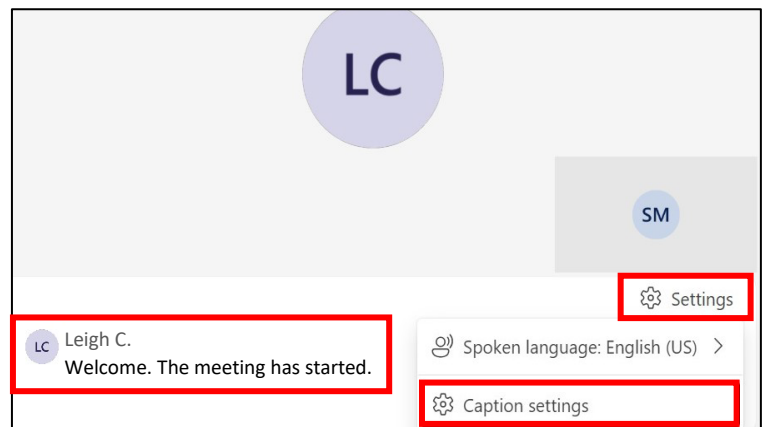
Microsoft Teams – Addressing Audio Issues

In caption settings you can change the Spoken language or font style (color, height position and size).

Template Date: 8/01/2013