# Windows 10 Speaker and Microphone Troubleshooting

- Right click on in the lower right corner of the screen
- Select **Open Sound Settings**
    - Use the **Output** (Speaker) drop down to change devices and test each one until you find one that works. If possible click on device properties and name is something clearer for future reference. You should have a video with sound playing to test.
        - Adjust the audio level as needed with the slider

    - Use the **Input** (Microphone) drop down to change devices and test each one until you find one that works. If possible click on device properties and name is something clearer for future reference.
        - Under Device Properties for the mic you are able to adjust the volume level, check to make sure it isn't set too low.
        - Testing the mic you will see the bar fill with blue if the mic is active

If you are using headphones, Windows may try to use a mic associated with the headphones by default even if it doesn't exist, so you may need to switch to the built-in mic on your device using this method