

What should I do if the Microsoft Teams desktop application is not working?

- Teams audio is not working, what should I do?
- Others can only see black or my image does not appear to them at all through my camera, what should I do?
- Connection is interrupted or computer freezes while I use Teams, what should I do?
- I can't create Teams meetings from the Outlook desktop application, what should I do?
- Teams doesn't let me switch organisation, what should I do?
- Using Teams with multiple organizations simultaneously is not possible, what should I do?
- Teams sign-in window keeps popping up, what should I do?
- If the files in Teams channels show the file structure of another channel, what should I do?
- What should I do if Teams is not working in any other way or the above instructions didn't fix the issue?
 - How do I clear the Teams cache?
 - How to reinstall Teams?
- Did You Encounter a Problem?

Login problem

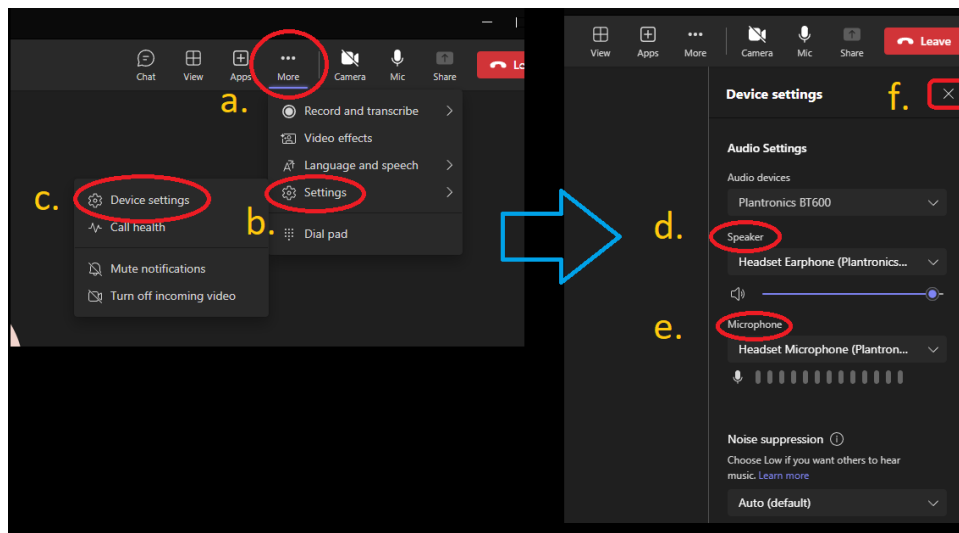
If you are unable to log in to the Teams application, follow the instructions on the page [I can't log in to Microsoft Teams, what should I do?](#)

Teams audio is not working, what should I do?

1. Check that the **volume level** is set sufficiently high or that the sound is not muted. (Instructions on page [No Sound in Windows 10. What to Do?](#).)
2. Verify that the **microphone is not muted**. Some devices may have a physical mute switch or button.
- 3.

Before each meeting, ensure that the **correct audio source and microphone** are configured in the program.

- a. Click on the three dots (More) at the top.
- b. Select Settings.
- c. Choose Device settings.
- d. Check that the correct speaker is selected from the dropdown menu below "Speaker."
- e. Check that the correct microphone is selected from the dropdown menu below "Microphone."
- f. Close the settings by clicking the X.



4. If you are using Bluetooth headphones, one possible cause of the problem could be **headphones paired with multiple devices**. This can sometimes result in device switching or connectivity issues. Reset all connections on your headphones and establish a new connection only to the computer you are using for Teams meetings.
5. Try using your headphones or microphone on another device. If they don't work, there may be a hardware issue.
6. For **other troubleshooting** options, refer to the page [Fix sound or audio problems in Windows - Microsoft Support](#).

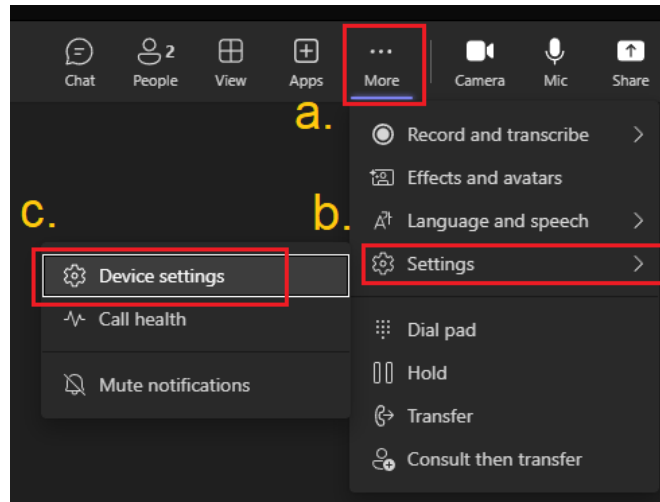
Others can only see black or my image does not appear to them at all through my camera, what should I do?

1. Ensure that the camera cover on your computer is open and that the camera is not disabled through a specific switch or key (only on some models).

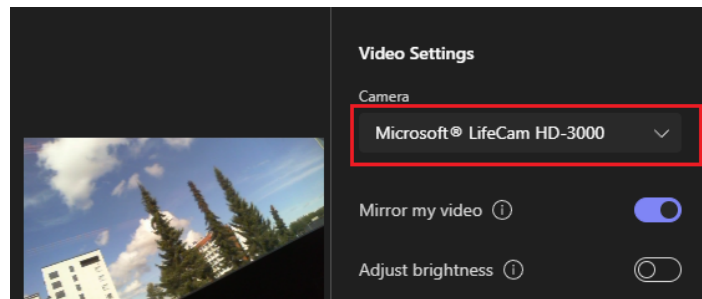
2. Make sure that video transmission is enabled in the application settings.
- Klikkaa ohjausrivin *Camera/Kamera*-kuvaketta, kunnes näet pelkän kamera-kuvakkeen ilman poikkiviivaa.



3. Verify that the correct camera is selected in the application settings.
- Click on the three dots (More) at the top.
 - Select Settings.
 - Choose Device settings.

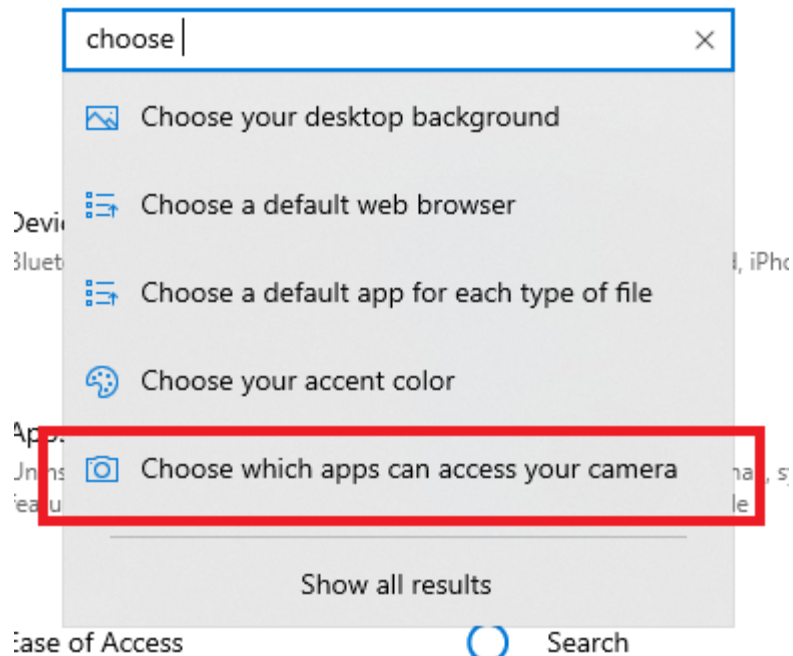


- d. Check that the correct camera is selected from the dropdown menu below the Video Settings text.



4. Close any other applications that may be using your camera (such as Skype or FaceTime).
5. If you are using an external camera:
- Try disconnecting and reconnecting it.
 - Switch the application to use your computer's internal camera.
 - Try using the external camera on another device. If it doesn't work there either, it may be a hardware issue.
6. Ensure that the application has permissions to use the camera.
- Open Windows 10's *Settings* app.
 - Find and open "Choose which apps can access your camera."

Windows Settings



- c. At the bottom of the page, there is a toggle button for "Allow desktop apps to access your camera." Turn this setting On.

Allow desktop apps to access your camera

Some apps and Windows features need to access your camera to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.



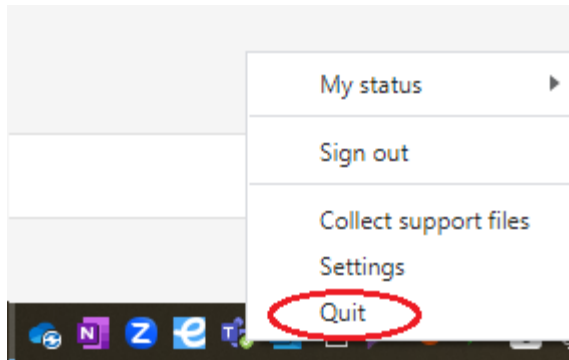
7. Make sure that the meeting organizer has not blocked the video from being displayed.
8. Ensure that your [internet connection is functioning properly](#). A slow or intermittent connection can affect the visibility of your camera to others.

Connection is interrupted or computer freezes while I use Teams, what should I do?

1. Make sure that VPN connection is not running. It significantly slows down the network connection.
2. Turn off your video background.
3. Turn off your camera completely if it is not necessary for the meeting.
4. Restart Teams.
5. Close unnecessary applications running in the background.
6. Restart your computer.
7. Restart your modem/router.
8. Use another internet connection.

I can't create Teams meetings from the Outlook desktop application, what should I do?

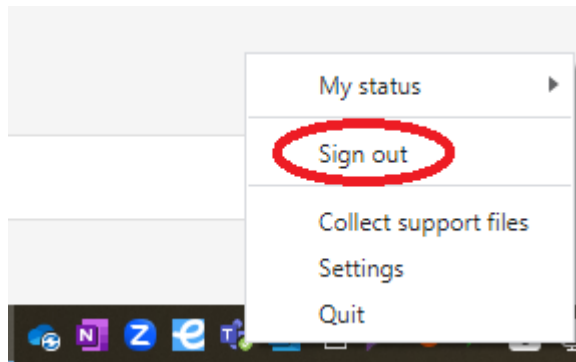
1. Ensure that you are logged into Teams and Outlook with your Metropolia credentials.
2. If you are not, switch to using Metropolia credentials for login.
3. Restart Teams and Outlook.
 - a. Right-click on the Teams icon in the system tray at the bottom right of the screen.
 - b. Select 'Quit.'



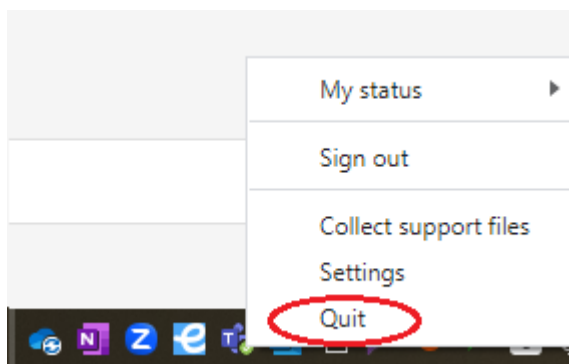
- c. In Outlook, open File-menu and click 'Exit' from the bottom.
- d. Open Teams and Outlook.
4. Try again to create a Teams meeting from the Outlook application.
5. If the issue persists, follow the instructions on the page [Teams-tapaamiskutsupainike Outlookiin](#) (only in Finnish).
6. If this still doesn't help, reinstall Teams following the [provided instructions](#).

Teams doesn't let me switch organisation, what should I do?

1. Sign out of Teams completely and then sign back in.
 - a. Right-click on the Teams icon in the system tray at the bottom right of the screen.
 - b. Select 'Sign out.'



- c. Right-click on the Teams icon in the system tray at the bottom right of the screen.
- d. Select 'Quit.'



- e. Restart Teams.
- f. Sign in to Teams.
- g. Attempt to switch organizations. If switching is not successful, proceed to the next step.
2. Remove the organization.
 - a. Remove the organization to which you are unable to switch.
 - b. Add the organization back.
 - c. Attempt to switch organizations again.
3. Alternatively, try to bypass the issue by using Teams through a web browser at <https://office.com>.

Using Teams with multiple organizations simultaneously is not possible, what should I do?

Solution 1 (Easy):

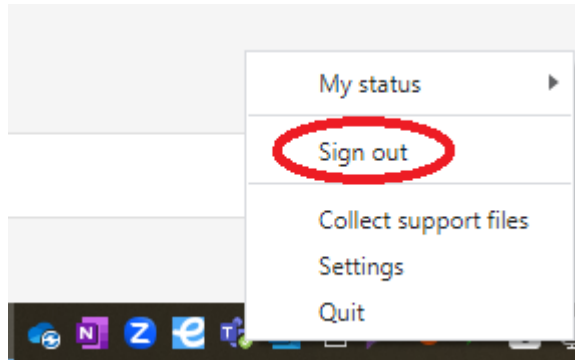
Use the web browser version of Teams for external organizations and the Teams desktop application for Metropolia. If you have multiple external organizations, use a different browser for each.

Solution 2 (Advanced):

Create a desktop shortcut for the Teams application for each organization using the '[Microsoft Teams Desktop with multiple accounts](#)' guide by Coding Stephan ([svrooij.io](#))."

Teams sign-in window keeps popping up, what should I do?

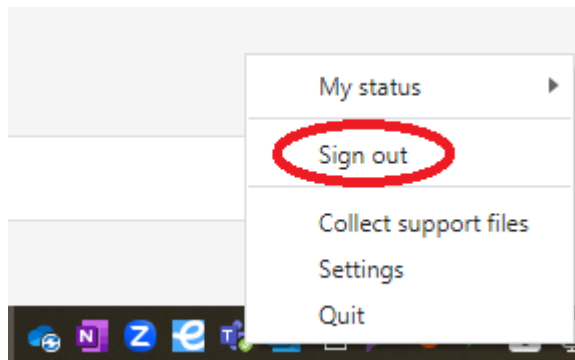
1. Right-click on the Teams icon in the bottom right corner of the screen on the taskbar.
2. Select Sign out.



3. Sign back in to Teams.

If the files in Teams channels show the file structure of another channel, what should I do?

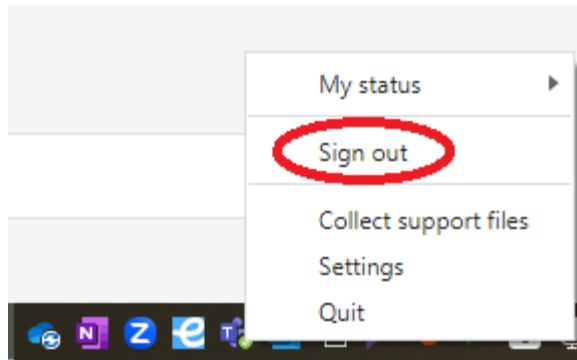
1. Right-click on the Teams icon in the bottom right corner of the screen on the taskbar.
2. Select Sign out.



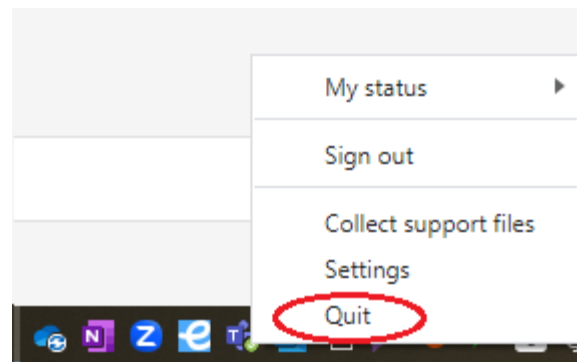
3. Sign back in to Teams.
4. Ask other channel members to sign out of Teams and sign back in.

What should I do if Teams is not working in any other way or the above instructions didn't fix the issue?

1. Sign out of Teams.
 - a. Right-click on the Teams icon in the bottom right corner of the screen on the taskbar.
 - b. Select Sign out.



2. Close Teams.
 - a. Right-click on the Teams icon in the bottom right corner of the screen on the taskbar and select Quit.



- b. Restart Teams.
 - c. Sign back in to Teams.
3. If the problem persists, clear the Teams cache following the instructions below.
4. If clearing the cache doesn't help, reinstall Teams using the instructions below.
5. Alternatively, you can **bypass the issue** by using Teams through the web browser at <https://office.com>.

How do I clear the Teams cache?

1. Close Teams and Outlook completely.
 - a. Right-click on the Teams icon in the bottom right corner of the screen on the taskbar and select Quit.
 - b. Open Outlook and go to the File menu and select Exit.
2. Hold down the Windows key and press the R key. The Run window will open.
3. Copy and paste the text %appdata%\Microsoft into the Open field.
4. Click OK.
5. Locate the Teams folder, right-click on it, and select Delete.
6. Restart Teams.

Problems that have been fixed by clearing the cache:

- The Send button for a new meeting created in Teams does not work. The button either doesn't respond when clicked or displays an error message "Something went wrong. Edit event to try again."
- Teams constantly switches to Offline status by itself.
- The Teams home screen is blank, and the account needs to be selected again from the top right every time Teams is launched.
- There is an issue with the Task feature in Teams, such as only part of the list being visible and unable to view the rest.
- Teams frequently freezes or becomes unresponsive after a short period of use.
- The login process gets stuck during a meeting or when opening Teams.
- Teams repeatedly prompts for login (10-20 times) throughout the day.

How to reinstall Teams?

In some cases, reinstalling Teams has resolved issues, and the application has returned to normal operation.

1. Uninstall Teams through the Control Panel application.

2. **Restart your computer.**
3. Reinstall Teams following the instructions in the [Microsoft Teams is missing from your computer \(in Finnish\)](#) guide.
4. When prompted to update Teams, select "Update," which will redirect you to the Microsoft website.
5. Click on "Work/school," download the file, and install it.
6. If the Teams.exe file mentioned in step 3 is not present on your computer, submit [a service request](#) and include your computer's name.
7. Wait for a response.
8. Once you receive a response, try installing Teams first from the Software Center. If that doesn't work, retry the process starting from step 3.



Problems that reinstallation has resolved

- Unable to create Teams meetings from the Outlook desktop application.
- Teams link does not appear in the message when creating Teams meetings through Outlook.
- The Teams application is linked to a closed account from another educational institution, causing issues with its use.
- Teams only displays the information viewed in the previous session when accessing any team.
- The Teams application has a predominantly blue color scheme, and clicking on the window content changes the color to gray.

Did You Encounter a Problem?



Browser version and desktop version

Before submitting a service request, try the function on both the Teams web version and the desktop version. It's important to determine if the issue occurs on either one or both versions for troubleshooting purposes. You can access the Teams web version by logging in at <https://office.com>.

1. Restart your computer and the device where the issue is occurring. Try the function again.
2. If the function you are attempting is happening in a web browser, try the function again in an incognito or private window and in a different browser.
3. Try searching for a solution on the site of the IT Services by using the following search methods:
 - a. navigation menu of the site (on the left)
 - b. search machine of the wiki (right upper corner)
 - c. a general search engine, for instance [Google Search](#)
 - d. [alphabetical index](#)
 - e. [FAQ](#)

If the problem is not resolved, please contact the helpdesk according to [best practices](#). Always include [a full screen screenshot](#) of the issue in your service request.

Contact method	Contact information
Form	https://hd.metropolia.fi
Email	helpdesk@metropolia.fi
Phone service	+358 9 7424 6777 (weekdays from 8 am to 4 pm)

[Microsoft Teams -työpöytäsovellus ei toimi, mitä teen?](#)