

Microphone not working in Skype for Business on Macs:

The microphone in Skype For Business is not working for some Mac users.

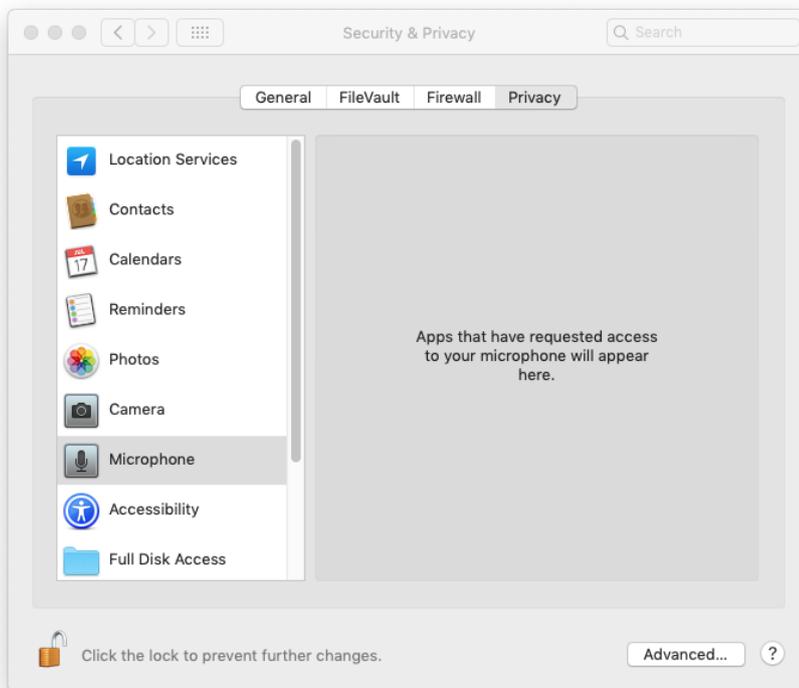
For most students this is not a problem as they should still be able partake in the Skype meetings. Microphones are often muted when the teacher is presenting, and users can still type questions/comments in the Chat window.

If students do need the microphone, and they have access to another device, they could join the meeting using an Android, iPhone/iPad or Windows computer.

If you still wish to fix the microphone fault on your Mac, you can try the fix below (page 2). The fix below is advised for advanced users and backups should be done before attempting it.

Fault:

Skype for Business is not automatically added to allowed apps in the Microphone section of Security and Privacy (see picture below)



This is a known fault and Microsoft has yet to fix it. Future Skype updates might fix this, but it's unlikely as the fault has not been fixed for some time now.

You could attempt the following steps to try and fix the problem, however none of these fixed the fault on the Macs we tried. The steps that worked on the Macs we tested can be found on the following page (page 2).

These steps did not work on the Macs we tested:

Try external USB microphone

Try Skype Web App on Safari, Chrome, Firefox and Edge

Update MacOS

Update Skype For Business software

Reinstall Skype For Business (install for All Users), reinstall Skype For Business (install for Me Only)

Reset Mac PRAM and SMC

Reset Mac Privacy Settings

Disable Mac SIP

Steps to fix the microphone in Skype for Business on Macs:

Step 1: Download SQLite3

Download and install DB Browser for SQLite (for Mac, link below)

<https://download.sqlitebrowser.org/DB.Browser.for.SQLite-3.11.2.dmg>

Step 2: Check 'Full Disk Access' permission on your MacBook

Go to System Preferences > Security and Privacy > Privacy > Full Disk Access and either select or drag and drop Terminal app into the right side of the box.

Click on the '+/-' to do this.

Once done - restart your MacBook.

Step 3: Disable the SIC (System Integrity Check) or SIP some call it

- reboot your MacBook and hold Cmd+R on startup. This will bring up the Recovery Mode.

- Open Utility > Terminal from the menu bar and type

csrutil disable (then press the Enter key)

- Once done and at the same prompt, type the word *reboot*

STEP 4 : Manually add permission for SkypeForBusiness to access the microphone

Open Terminal from Finder > Applications > Utilities and type the following commands:

A) To make a backup copy of the TCC.db file (copy and paste command below)

```
cp ~/Library/Application\ Support/com.apple.TCC/TCC.db ~/Library/Application\ Support/com.apple.TCC/TCCbackup.db
```

B) To add Skype microphone access (copy and paste the line below)

```
sudo sqlite3 ~/Library/Application\ Support/com.apple.TCC/TCC.db "INSERT INTO access VALUES('kTCCServiceMicrophone', 'com.microsoft.SkypeForBusiness', 0, 1, 1, NULL, NULL, NULL, 'UNUSED', NULL, 0, 1541440190);"
```

Enter your Mac password to confirm the above action.

Check whether the Skype for Business is added by going to System Preferences > Security and Privacy > Privacy > Microphone

STEP 4: Cleanup

Reboot your MacBook and hold Cmd+R on startup. The Recovery Mode will be accessed once more.

Open Utility > Terminal from the menu bar and type: **csrutil enable**

Once complete, please type the command *reboot*

Reference to article that assisted the fix:

<https://answers.microsoft.com/en-us/msoffice/forum/all/microphone-not-working-using-skype-for-business/439bbedb-e631-4161-80ef-709b7f2db297>