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Troubleshoot audio in parties and issues with multiplayer games on Windows 10

If you can't hear your friends in an Xbox Live party or you can't join or host a multiplayer game using Xbox Live on Windows 10, follow the solutions on this page.

On this page

Solutions

⊙ Solution 1: Check the Xbox Live service status

⊙ Solution 2: Check your NAT type

Solution 1: Check the Xbox Live service status

If you see any alerts here, wait until the service is up and running and try again:

> ✅ **Xbox Live Core Services:** up and running   **12/5/2019, 6:26:31 PM**

Solution 2: Check your NAT type

Check your NAT type on the Xbox Network tab of the Gaming section in the Windows Settings and find out how to troubleshoot it below.

To check your NAT type:

1. Press the Windows button on your device or keyboard, or you can select the Windows icon in the lower-left corner of the main screen.
2. Select Settings > Gaming, and then select Xbox Networking.
3. Under Xbox Live Multiplayer, check the NAT type.

Why NAT is important

| NAT Type | Xbox B | | |
	Open	Moderate	Strict
Open	✔	✔	✔
Moderate	✔	✔	✘
Strict	✔	✘	✘

OPEN NAT	MODERATE NAT	STRICT NAT
With an OPEN NAT type, you're able to play and host multiplayer games with people who have any NAT type on their network.	With a MODERATE NAT type, you're able to play multiplayer games with some people; however, you might not be able to play with others, and normally you won't be chosen as the host of a match.	With a STRICT NAT type, you're only able to play multiplayer games with people who have an OPEN NAT type. You can't be chosen as the host of a match.

Troubleshooting NAT type

Your NAT type can be in one of four states. Based on the one you see, click the appropriate link below for troubleshooting steps to help resolve your issue.

Open	With an Open NAT type, the issue is probably not related to your home network. You should be able to play and host multiplayer games with people who have any NAT type on their network. If your issue is tied to not being able to hear or be heard by others in an Xbox Live party chat, check to confirm that all your audio hardware (headset, mic, speakers) is working. For Xbox headset troubleshooting, see Accessories: Headsets.
Moderate or Strict	If your NAT type is either Moderate or Strict, you may want to try either setting up a perimeter network (also known as DMZ) or port forwarding. You can only use one of these options at a time. The instructions to set up each are listed below.
Teredo is unable to qualify	If your NAT type is showing Teredo is unable to qualify, see NAT type on Windows 10 displays "Teredo is unable to qualify" to troubleshoot.

Enable perimeter network (also known as DMZ) functionality on your router

Perimeter network (also known as DMZ) functionality on a router is used to remove restrictions to the Internet. This essentially moves your device to an area outside your network firewall. You should be able to connect to Xbox Live, join games, and host games or parties if you enable perimeter network functionality on your router.

Note It's critical that you use a static IP address on the PC when you set up a perimeter network. To set a static IP address, use your router's DHCP reservation function, when available. If this isn't available, you'll have to set up manual IP settings on your PC first. You'll only be able to place one PC on the perimeter network. If you have multiple PCs, this solution will only resolve the issue for one.

Important Don't use a combination of port forwarding, UPnP, and perimeter network settings. If this solution doesn't resolve your issue, *you must disable the perimeter network (DMZ) before you go to the next step.*

For information about how to enable and disable the perimeter network setting on your router, visit our Networking Hardware Information forums (this information can be found under the heading "DMZ" for your router). If we don't have content for your specific router, consult your router documentation. The instructions will reference an Xbox console, but they can be used in a similar way for your PC.

Note Clicking this link opens a second browser window so that you won't lose your place while looking for information about how to configure your network hardware.

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Once you have reset your router, check your NAT information again to see if this has resolved your issue:

1. Press the Windows button on your device or keyboard, or you can select the Windows icon in the lower-left corner of the main screen.
2. Select Settings > Gaming, and then select Xbox Networking.
3. Under Xbox Live Multiplayer, select Check again.
   - If your NAT type shows Open, this is your best state and your issue should be resolved.
   - If your NAT type shows Moderate, this is a good state, but you may still have issues communicating or playing with other people who have Moderate or Strict.
   - If your NAT type shows Strict, this state will have the most issues communicating or playing with others.

If you're still experiencing issues, you can try the port forwarding solution. Make sure you restore your PC to the previous settings first.

See Open network ports using port forwarding to find out how to do this.

Open network ports using port forwarding

Your network hardware or firewall might be blocking communication with the Xbox Live servers.

If you're connected to a network through your workplace or school network, ask the network administrator to open the following ports:

- Port 88 (UDP)
- Port 3074 (UDP and TCP)
- Port 53 (UDP and TCP)
- Port 80 (TCP)
- Port 500 (UDP)
- Port 3544 (UDP)
- Port UDP 4500 (UDP)

If you're connected to a home network, you may need to open ports on your network hardware yourself through *port forwarding*.

Part 1: Set a static IP address, or switch to manual IP settings

To set a static IP address, use your router's DHCP reservation function, when available. If this isn't available, you'll have to set up manual IP settings on your PC.

Setting up a DHCP reservation within your router

To reserve a static IP address for your PC within your networking hardware, go to the DHCP or LAN section of your router's UI and add the MAC address of the PC in the reserved section.

We've gathered information about how to enable DHCP for several models of routers and gateways. For more information, visit our Networking Hardware Information forums to learn how to configure and update your specific network hardware.

Note Using the link above will open a second browser window so that you won't lose your place while looking for details on how to configure your network hardware.

If the DHCP reservation function isn't available on your router, you'll have to set up manual IP settings on your Xbox.

Get your computer's IP settings

Before you open ports on your network hardware and set up your computer's static IP address, you need to get the current IP settings from your PC:

1. Click the Start icon, type cmd, and then press Enter.
2. At the prompt, type ipconfig /all, and then press Enter.
3. Find your network connection (for example, look for something called "Ethernet Adapter Local Area Connection" or "Wireless Adapter Local Area Connection"). Write down the numbers for the following items:
   - IPv4 address (or IP address)
   - Subnet mask
   - Default gateway
   - DNS server(s)

4. Make up a unique IP address for your PC, and write it down. A simple way to do this is to increase the last number of your computer's IP address by 10. For example, if your computer's address is 192.168.1.2, use 192.168.1.12 for your PC's unique IP address.

Note Each IP address on your network must be unique.

Now you need to set your PC's IP settings.

Set your PC's Static IP and DNS settings

1. Click the Start icon and open Settings.
2. Select Network & Internet.
3. Select Network and Sharing Center.
4. Select Change adapter settings.
5. Right-click the network connection you want to configure, and then select Properties.
6. Select Internet Protocol Version 4 (TCP/IPv4), and then select Properties. The Internet Protocol Version 4 (TCP/IPv4) Properties dialog box opens.
7. On the General tab, select Use the following IP address. In IP address, type the IP address that you created.
8. Press TAB to place the cursor in Subnet mask. A default value for subnet mask is entered automatically. Either accept the default subnet mask, or type the subnet mask you want to use.
9. In Default gateway, type the IP address of your default gateway.
10. In Preferred DNS server, type the IP address of your DNS server. If you plan to use the local PC as the preferred DNS server, type the IP address of the local PC.
11. In Alternate DNS Server, type the IP address of your alternate DNS server, if any. If you plan to use the local PC as an alternate DNS server, type the IP address of the local PC.
12. Select OK, and then select Close.

Part 2: Open ports on your router or gateway

Next, open ports on your router or gateway so that your network hardware can communicate with the Xbox Live servers.

To open ports:

1. Open your web browser.
2. In the address bar, type the default IP address for your router or gateway, and then press ENTER. Here are the default IP addresses for a few router and gateway manufacturers:

   Belkin: 192.168.2.1
   Linksys by Cisco: 192.168.1.1
   D-Link: 192.168.0.1
   NETGEAR: 192.168.0.1. or 192.168.1.1

   We've collected additional information about how to enable port forwarding for several models of routers and gateways. Visit our Networking Hardware Information forums to learn how to configure and update your specific network hardware. If your manufacturer isn't listed here, refer to your documentation or your hardware manufacturer's website for help finding the default IP address.

3. Type your username and password (for your router or gateway), and then select OK.

   Note If you don't know your default username and password, refer to your hardware manufacturer's documentation.

4. After you're logged in, you should see your router or gateway's configuration page.
5. Open the following ports:
   - Port 88 (UDP)
   - Port 3074 (UDP and TCP)
   - Port 53 (UDP and TCP)
   - Port 80 (TCP)
   - Port 500 (UDP)
   - Port 3544 (UDP)
   - Port UDP 4500 (UDP)
   - Pick a port number between 49152 and 65535. If you don't want to pick one, just use 60209. (Document the port number you choose to be used in part 3.)

Important Do not use a combination of port forwarding, UPnP, and perimeter network (also known as DMZ) settings. If you previously enabled perimeter network functionality on your router, you must disable the

perimeter network before you try this procedure.

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Part 3: Set a static Teredo port

1. Right-click the Start icon, and then select Command Prompt (Admin).
2. Run the following command from the Admin command prompt:

   netsh interface Teredo set state client clientport=[the number you chose/60209]

Once you've opened the necessary ports on your router or gateway, and you've finished setting up your Teredo tunnel, check your NAT information again to see if this has resolved your issue:

1. Press the Windows button on your device or keyboard, or you can select the Windows icon in the lower-left corner of the main screen.
2. Select Settings > Gaming, and then select Xbox Networking.
3. Under Xbox Live Multiplayer, select Check again.
   - If your NAT type shows Open, this is your best state and your issue should be resolved.
   - If your NAT type shows Moderate, this is a good state, but you may still have issues communicating or playing with other people who have Moderate or Strict.
   - If your NAT type shows Strict, this state will have the most issues communicating or playing with others.

If you're still experiencing issues, you can try the enable perimeter network (also known as DMZ) solution. Make sure you restore your PC to the previous settings first. See Enable perimeter network (also known as DMZ) functionality on your router to find out how to do this.

If you're unable to resolve the issue, leave us feedback using the Still having problems? Send us some feedback link under Networking in the Xbox Console Companion app.

Related Issues

Troubleshoot gameplay issues on Windows 10
Troubleshoot game audio or video issues on Windows 10
Xbox Console Companion app server connectivity on Windows 10 is blocked
NAT type on Windows 10 displays "Teredo is unable to qualify"

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Did this resolve your issue?   Yes   No

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