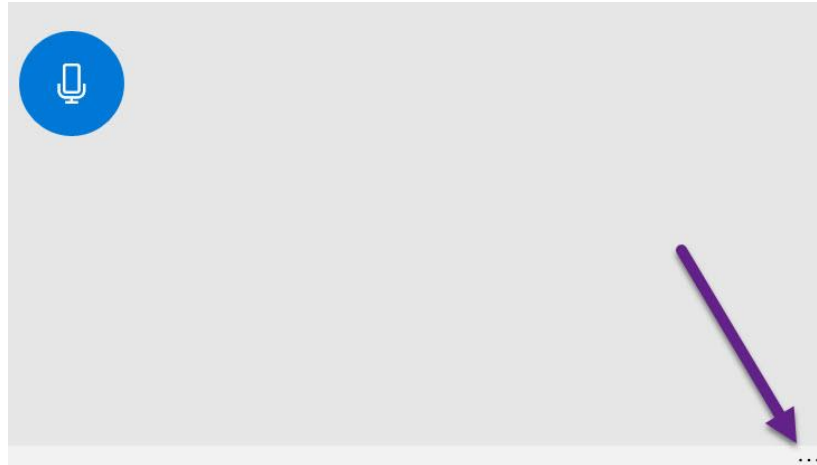


# Microphone & Camera Troubleshooting

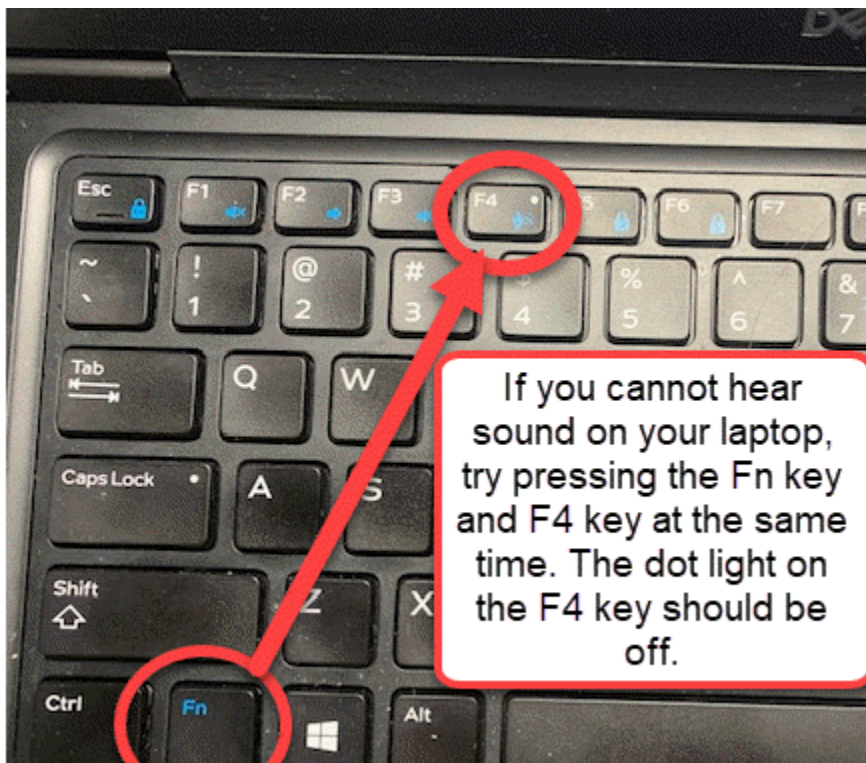
## Microphone Testing & Troubleshooting

To test your microphone, open the Voice Recorder app on your computer and record a sample. If it doesn't work,

1. If does not work, choose the three dots in the lower right corner then microphone settings and try to adjust settings



2. If light on F4 key is on, the mic is muted. Blue Fn + F4 will toggle the mic on and off.



# Microphone & Camera Troubleshooting

## 3.

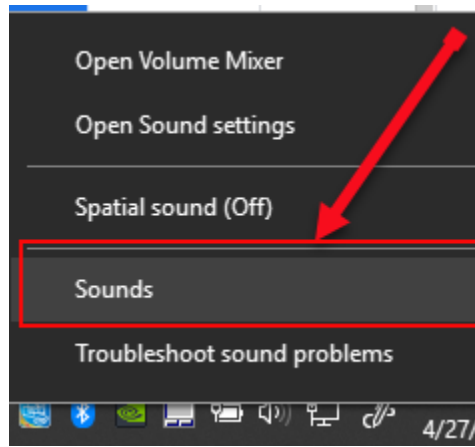
### Step 1

Right click on the volume icon in the lower RH corner of the task bar



### Step 2

From the menu that appears, click on Sounds

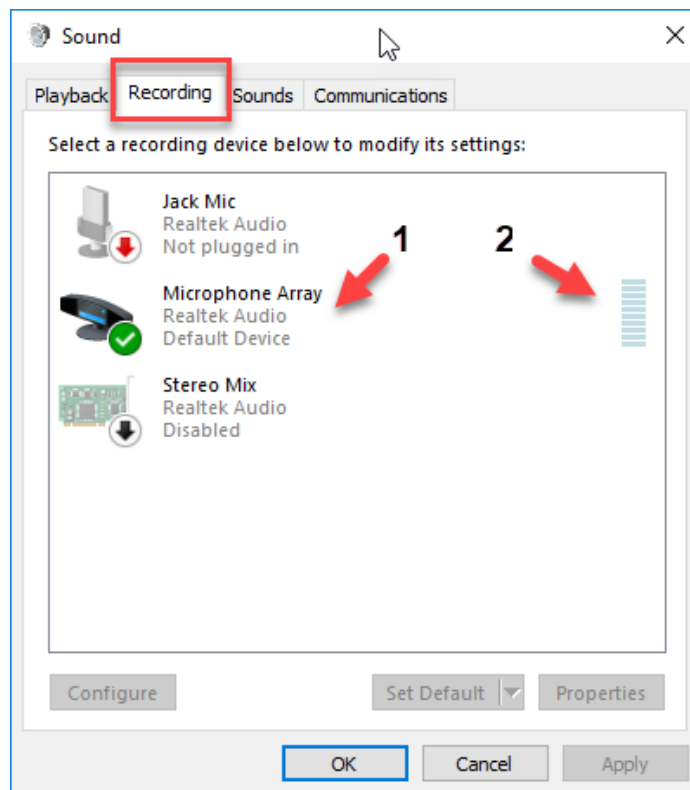


### Step 3

Click on the second tab – “Recording”

Check 1: Is microphone array selected

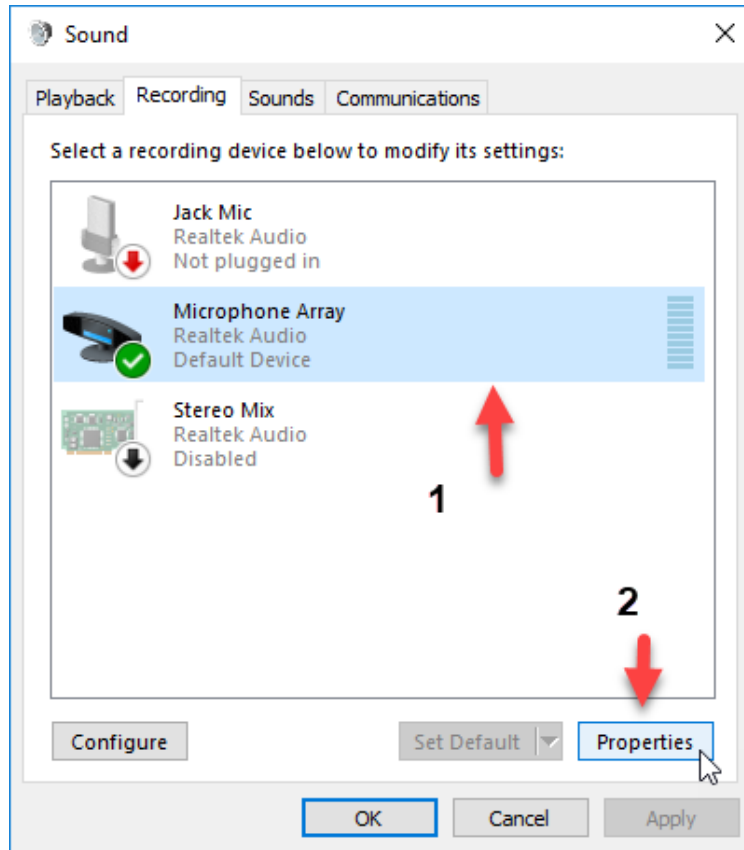
Check 2: Do green bars appear at right when you speak?



# Microphone & Camera Troubleshooting

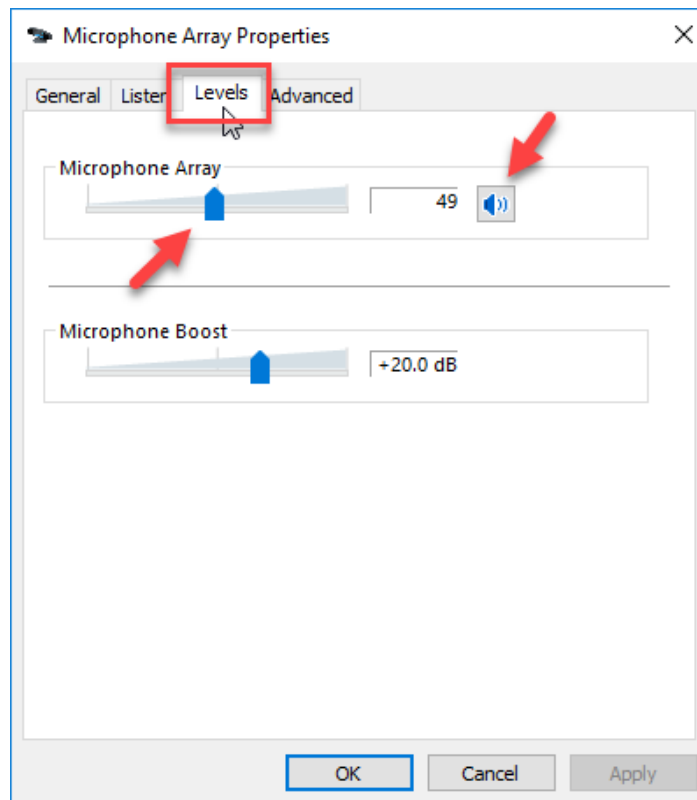
## Step 4

- 1: Click on Microphone Array so it is highlighted in blue
- 2: Click on Properties



## Step 5

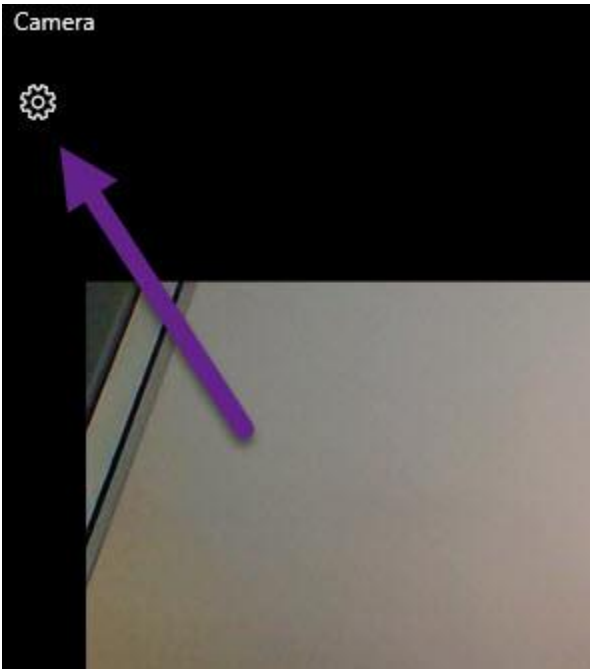
- 1: Click on the third tab - Levels
- 2: Check the volume of your microphone array
- 3: Check to make sure there is no red X on the volume icon. If there is click the volume icon and it will unmute your microphone.



# Microphone & Camera Troubleshooting

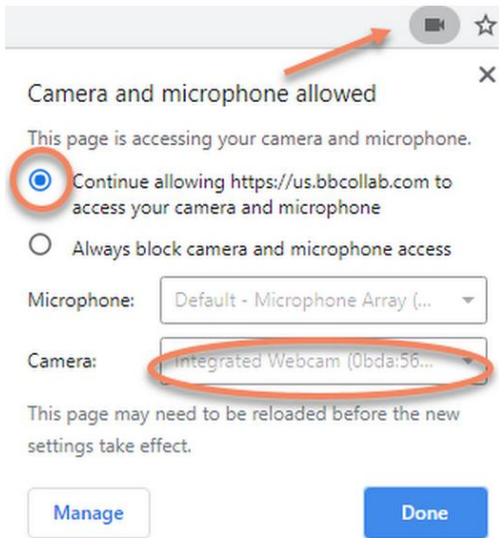
## Camera Testing & Troubleshooting

Open Camera app on your laptop and make sure you can see yourself. If not, choose the gear icon in the upper left and try to adjust settings

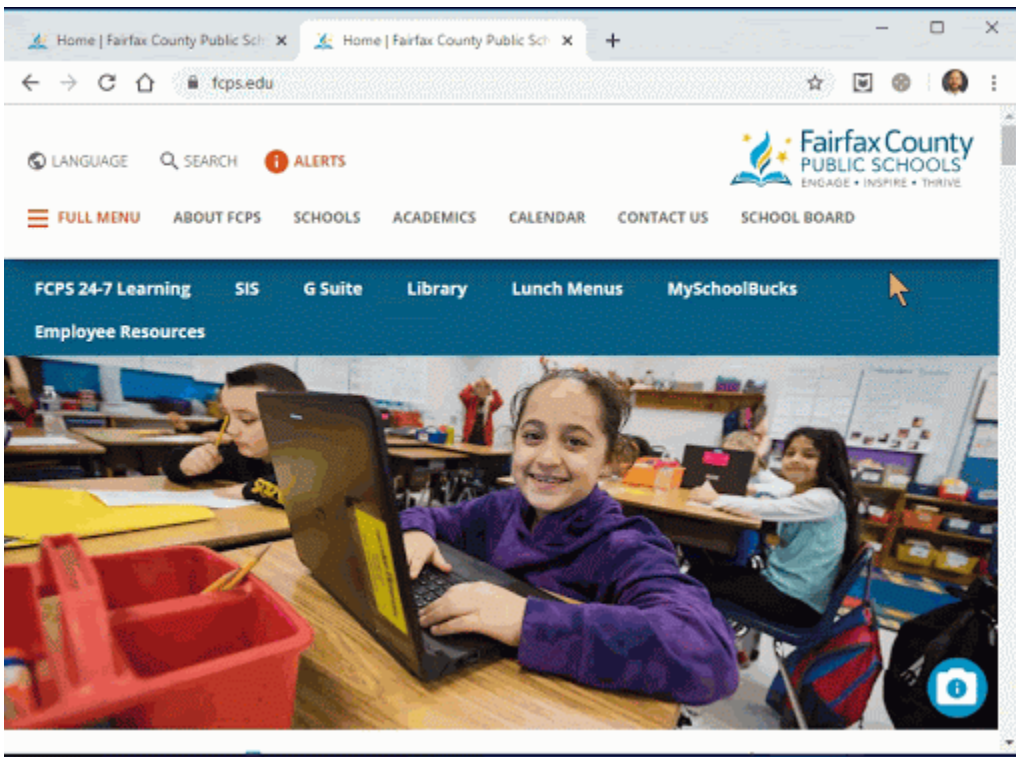


# Microphone & Camera Troubleshooting

## Camera issues within Google Chrome



1. Open Google Meet or another site using camera and mic
2. Look for camera icon in upper right of Chrome window.
3. Allow camera and microphone.
4. If that does not fix it, click Manage to open settings.
5. Make sure camera and mic are not blocked in settings.



# Microphone & Camera Troubleshooting

## Audio in Blackboard Collaborate Ultra(BBCU)

1. In BBCU click the gear icon
2. Make sure the speaker volume is up to 100%
3. Click set up your camera and microphone, does the test work?

