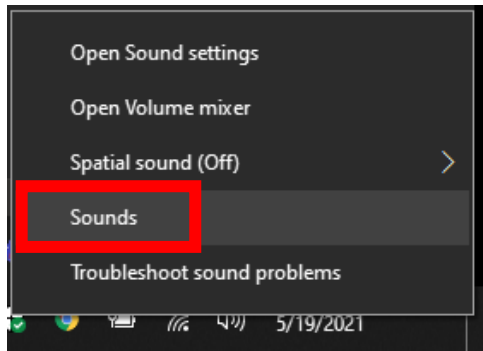


WINDOWS MICROPHONE TROUBLESHOOTING

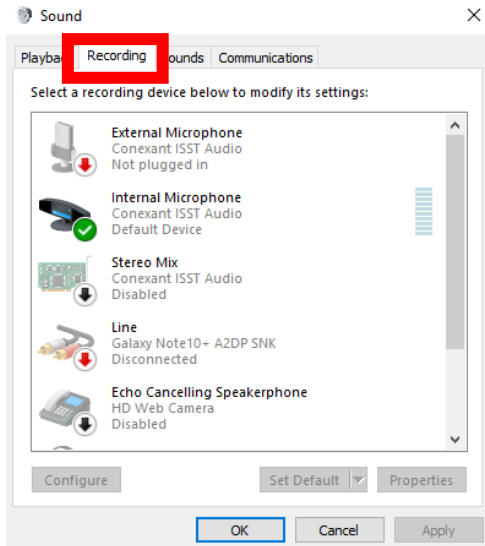
Symptoms that can be resolved by using this guide: Microphone not functioning or muted in various applications.



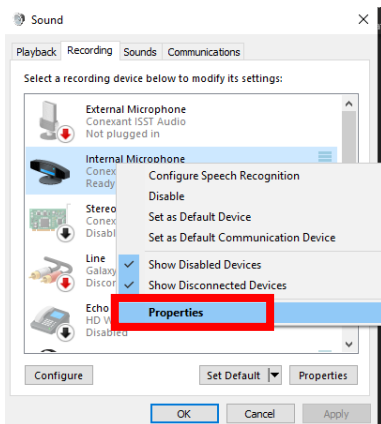
1. Right click on the *Sound* icon in the bottom right corner of the screen on the desktop
2. Select **Sounds** from the menu that appears.



3. From the window that appears, select the **Recording tab** at the top.

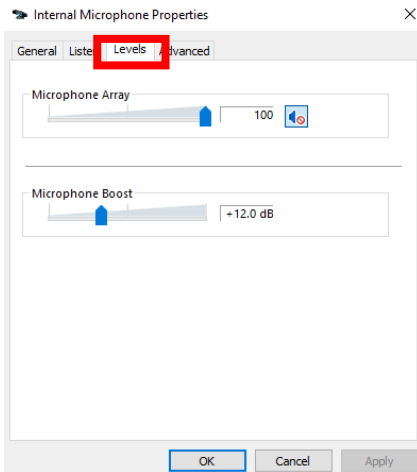


4. From the list that appears, right click on the **Internal microphone** (If this is the microphone that you use) and select **Properties** from the menu.



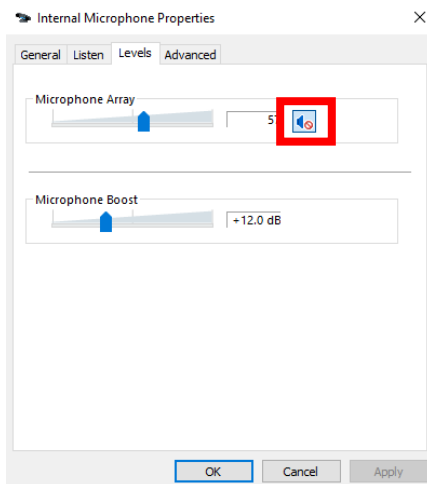


5. In the new window that appears, select the **Levels tab** at the top.



6. Under the *Microphone Array* option, make sure the microphone is NOT muted.

****The speaker icon SHOULD NOT have the red crossed out circle as shown below. If it does, simply click on the Speaker Icon to unmute your microphone. ****



If the issue is not resolved, please refer to the “Resetting Google Chrome” document or fill out a service request for the BCPS Help Desk. Both can be found at https://www.bcps.org/tech_support