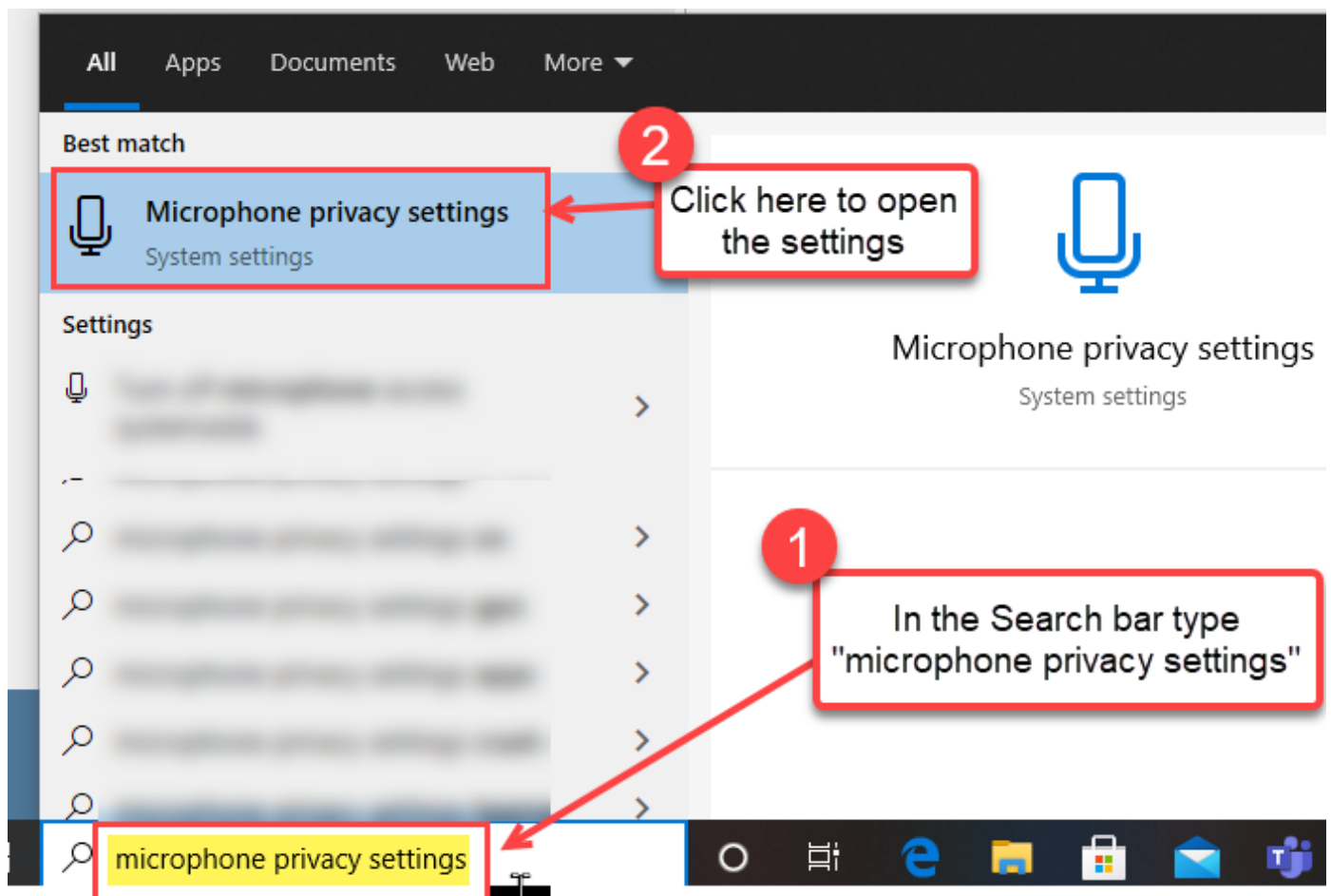


# Microphone is not working - Troubleshooting your microphone

If you are having microphone issues, follow the steps below to check the microphone settings.

1. In the white search bar located on the left side of the bottom task bar, type in the words, "microphone privacy settings."
2. In the results, click on the Microphone privacy settings option that appears at the top.



3. Make sure the "On" button is enabled and blue.

## Allow apps to access your microphone

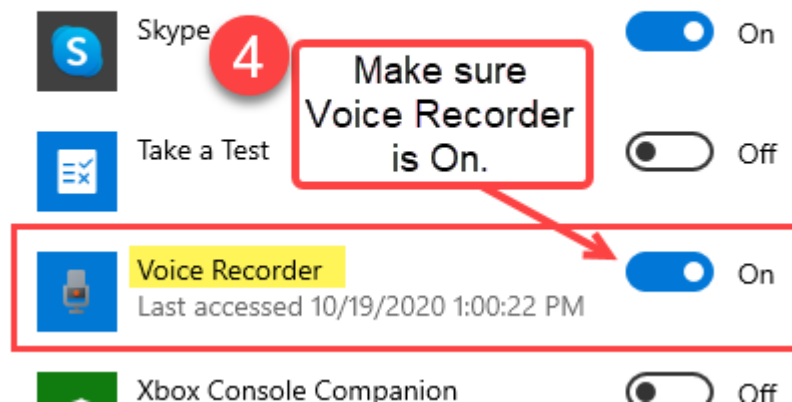
If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



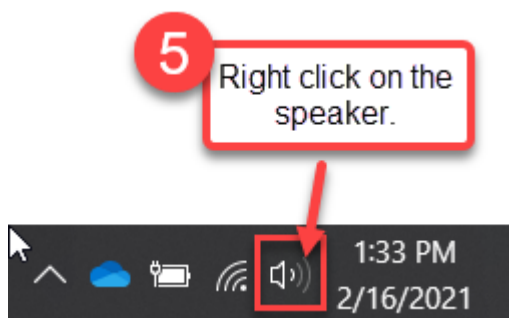
Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why.](#)

4. Scroll down this page further until you see the Voice Recorder app. Make sure the “On” button is enabled and blue.

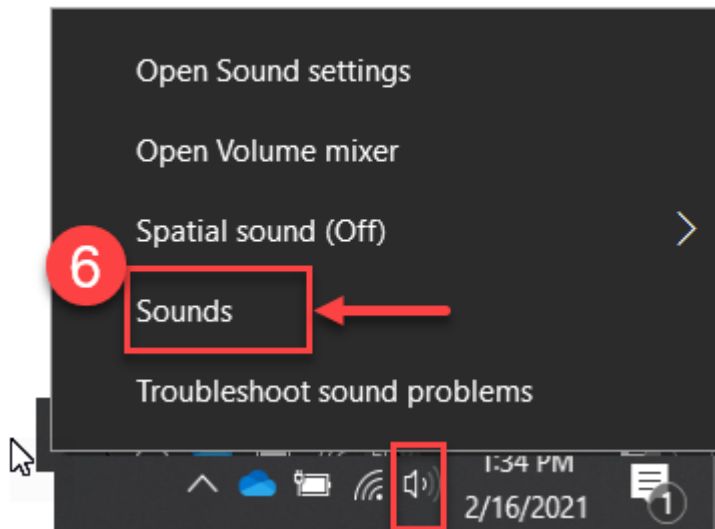
## Microphone



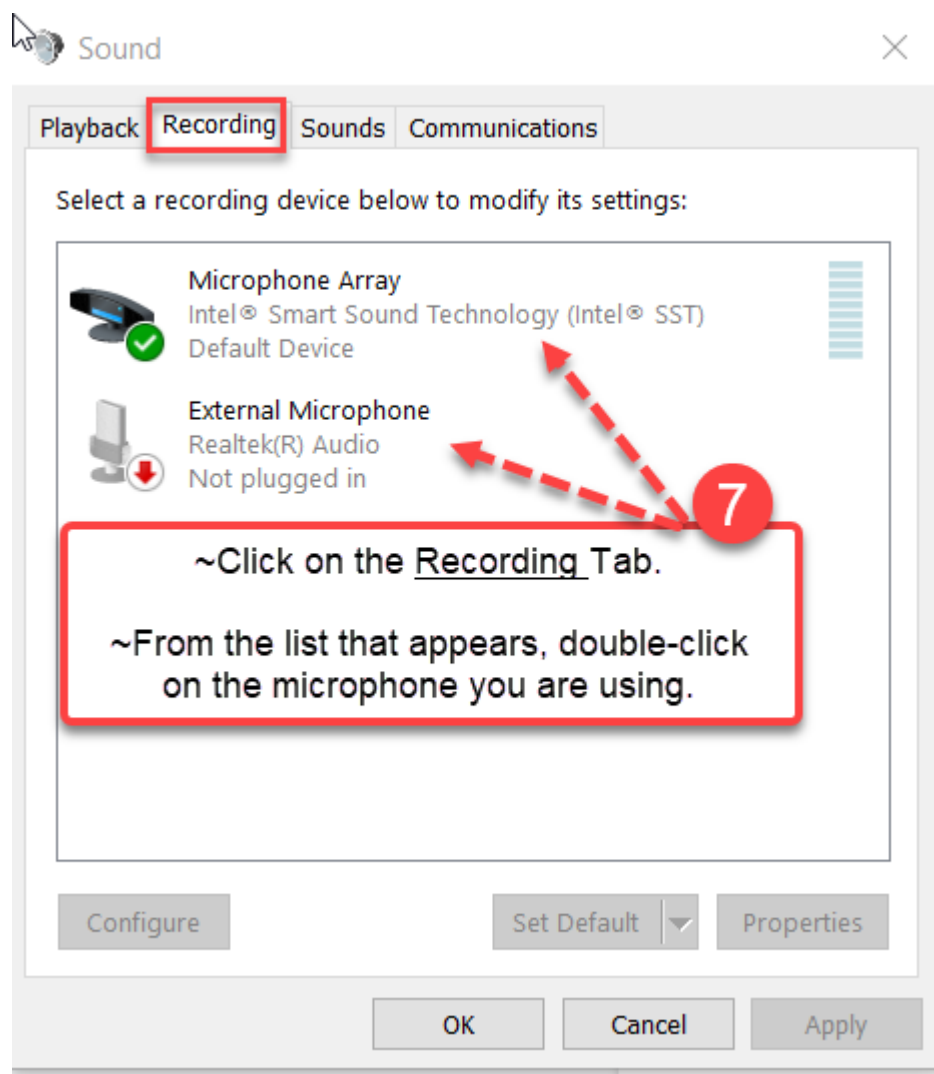
5. In the bottom right corner of the task bar, right click on the sound icon.



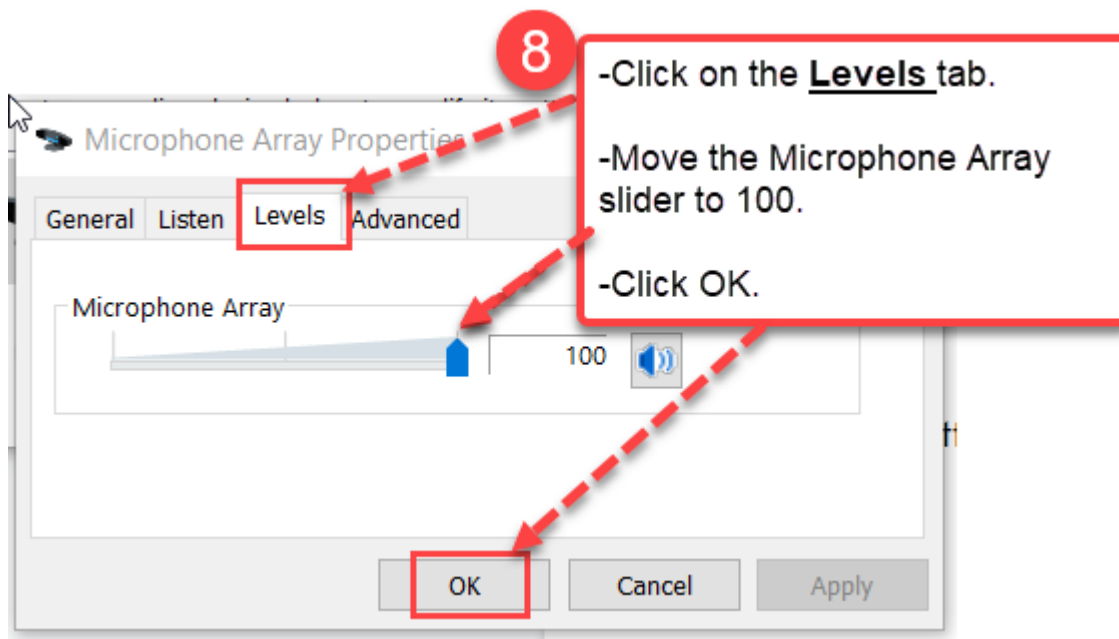
6. Click on Sounds.



7. Click on the Recording tab. From the list that appears, double-click on the microphone you are using.



8. In the box that opens, click on the Levels tab. Then move the Microphone Array slider all the way to 100 and click OK.



Revision #5

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This information is for the staff, students, and parents/guardians at Campbell County Public Schools. Do not share this information with anyone not included in these groups.

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