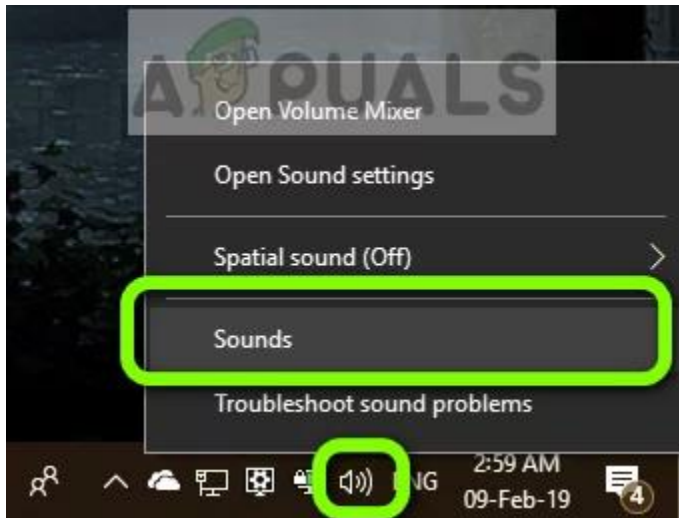


## Microphone quick troubleshooting for users

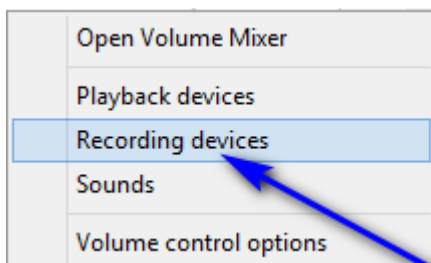
Check to make sure that the F8 key on the keyboard is not lit up indicating the mic has been turned off. The Mic can be turned on and off via the keyboard by pressing the keys FN and F8 at the same time.

NOTE: for teacher devices you only need to press the F8 key to toggle the Mic on and off.

1. Locate and right-click on the **Sound** icon in the taskbar (represented by a **speaker** icon). Click on the **Recording** devices tab when the window opens.



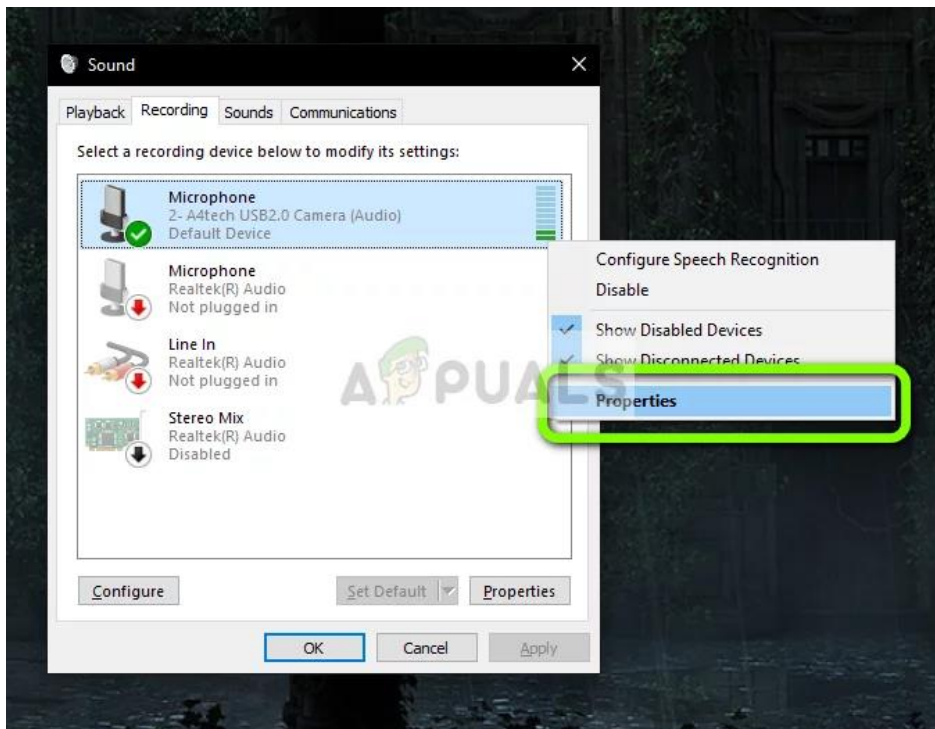
2. Right-click on Sounds icon on your Desktop and select **Recording devices** (for older versions of Windows).



3. Locate and **right-click** on your computer's active microphone. Depending on your setup, there may be more than one microphone present in the **Recording** tab of the **Sound** window, but your computer's active microphone will have a green checkmark next to it.



Click on **Properties** in the resulting context menu.



4. Navigate to the **Levels** tab. Check to make sure that the "microphone" slider is not muted.

