

## Microphone Does Not Work

Here is what you need to do if your microphone is not working:

1. Check that the microphone is plugged into the correct jack on the computer and that it is turned ON (if there is an ON/OFF switch).
2. Ensure the speakers are not muted while recording.
3. Verify that the microphone works on the computer for other programs. Go to the Sound Recorder in Programs.
  - a. Start menu
  - b. Programs
  - c. Accessories
  - d. Entertainment
  - e. Sound Recorder.
  - f. In the Sound Recorder window, click on the record button and try to record something.
    1. If you see the green line move, it is working.
    2. Play it back to double check.
    3. If this does not work and you are unable to record anything, you will need to contact tech support.
4. You need to allow the microphone to be accessed by your computer.
  - a. Right-click on the recording panel.
  - b. Click Settings.
  - c. On the Privacy tab (bottom, far left), click Allow and Remember.
  - d. Click the microphone icon on the lower tabs.
  - e. This allows you to check your microphone volume level.
  - f. You should see the decibel level moving if you talk.
5. Hold down the Record button with your mouse throughout the entire recording.
6. Verify the decibel meter moving (green/yellow/red indicators to the right of the record button).
7. Click the green PLAY button to play back your recording so you are sure that the recording was successful?
  - a. If there is no sound, check the volume on the speakers to ensure it is turned up/on..
  - b. Check the headphones to ensure they are at normal levels.
  - c. Check to ensure the speakers are NOT muted.
8. If you have checked all of these points and you are still unable to record, please contact tech support.