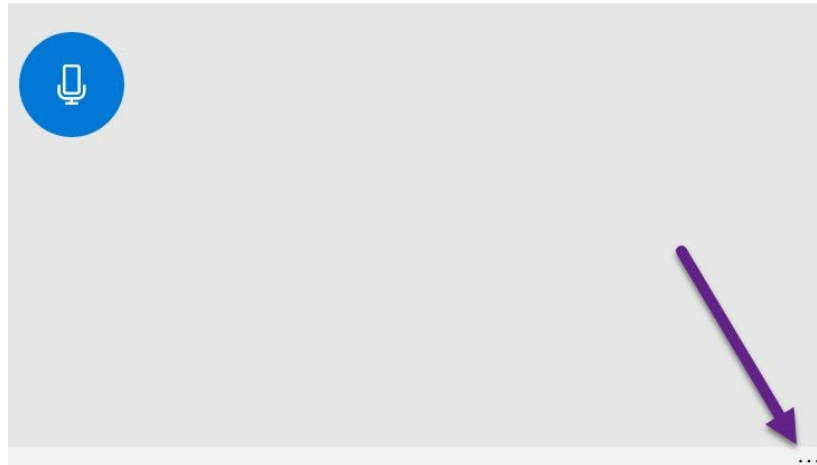



# Microphone & Camera Troubleshooting

## Microsoft Testing & Troubleshooting

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

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

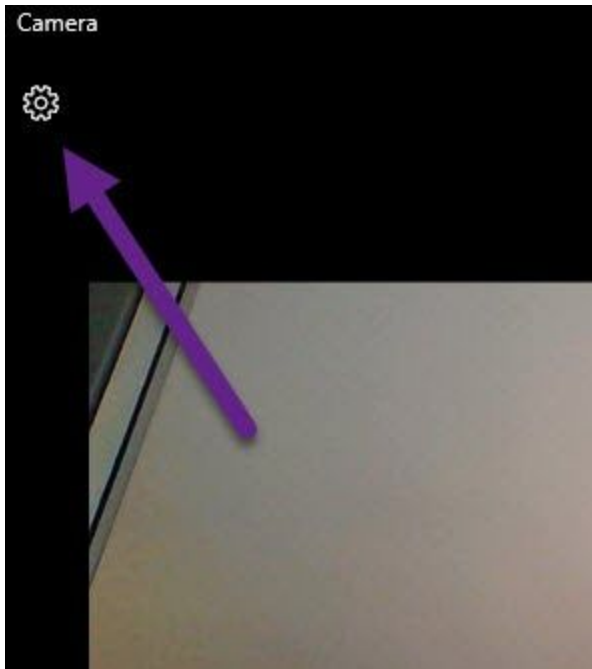


- If light on F4 key is on, the mic is muted. Blue Fn + F4 will toggle the mic on and off.
- Right click on the speaker  in the icon tray (bottom right next to time & date)
  - Select Sound
  - After Sound options open, select the “Recording” tab
  - Make sure Realtek Audio is the default sound default device. Do this by selecting it and hitting the button at the bottom that says “Set Default”. Note: also the bars on the side should show green if you talk or make sounds.
- Make sure the Realtek Audio is not disabled.
  - If your Audio display looks like the picture below. Right click on it and Enable the device.
- If none of these correct the issue a driver might need to be updated. Please submit a [RequestIT](#) through VPN.

# Microphone & Camera Troubleshooting

## Camera Testing & Troubleshooting

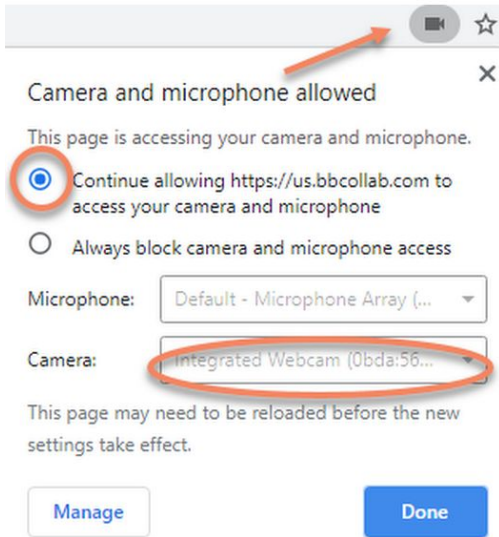
Open Camera app on your laptop and make sure you can see yourself. If not, choose the gear icon in the upper left and try to adjust settings



If you receive an error message or cannot get the camera to work, please submit a [RequestIT](#) through VPN.

# 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.

