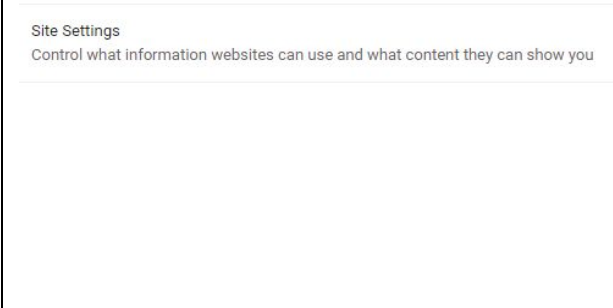
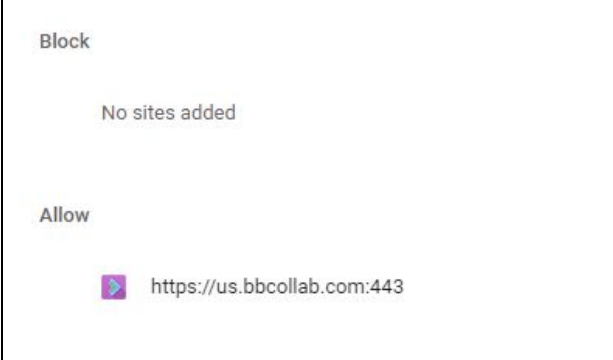
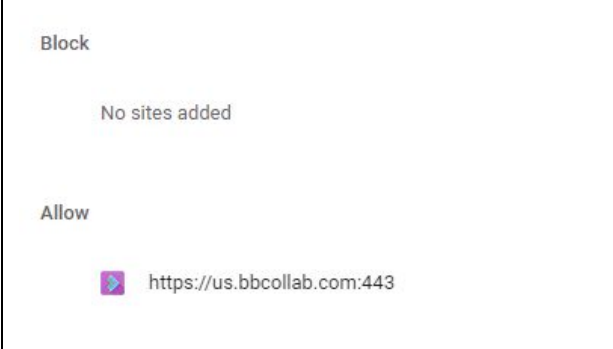


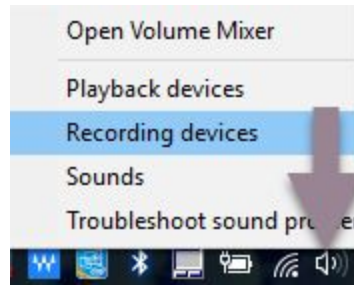
# If Your Audio or Video Isn't Working in Collaborate

Check your Chrome Settings	
<p>Make sure you didn't block your audio or video in Chrome</p> <p>Go to Chrome/Settings/Advanced/Privacy and Security</p> <p>Click on Site Settings</p>	 <p>The screenshot shows the 'Site Settings' page in Chrome. At the top, it says 'Site Settings' and 'Control what information websites can use and what content they can show you'. Below this, there are several categories of settings, but the 'Camera' and 'Microphone' sections are not visible in this specific view.</p>
<p>Click Camera</p> <p>Make sure <a href="https://us.bbcollab.com">https://us.bbcollab.com</a> is not in the Block group. If it is, remove it!</p>	 <p>The screenshot shows the 'Camera' permissions for the site 'https://us.bbcollab.com'. Under the 'Block' heading, it says 'No sites added'. Under the 'Allow' heading, there is one entry: 'https://us.bbcollab.com:443' with a camera icon to its left.</p>
<p>Go back, click Microphone</p> <p>Make sure Collaborate is not in the Block group. If it is, remove it!</p>	 <p>The screenshot shows the 'Microphone' permissions for the site 'https://us.bbcollab.com'. Under the 'Block' heading, it says 'No sites added'. Under the 'Allow' heading, there is one entry: 'https://us.bbcollab.com:443' with a microphone icon to its left.</p>
This isn't the problem? Check devices on your computer.	
<p>In your Search window, type in Camera.</p> <p>Open the camera and check to see if it works.</p>	<p>In the Search window, type in Recorder.</p> <p>Open the Windows Voice Recorder app.</p>

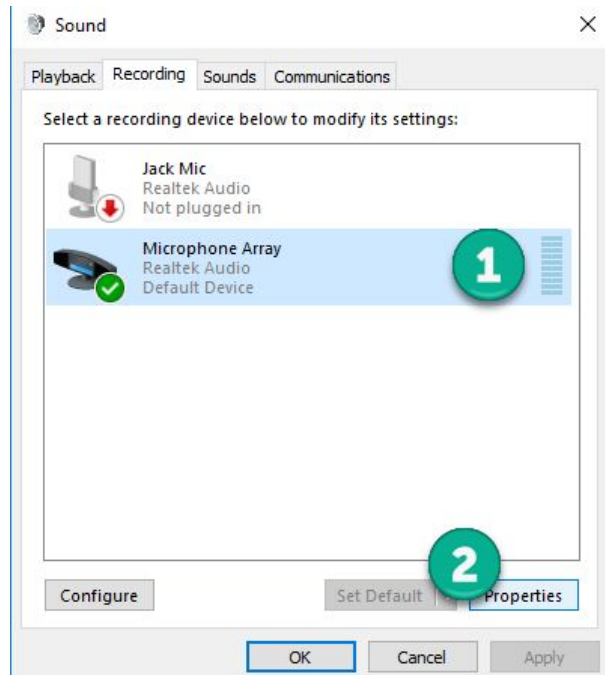
Click the Microphone and record a sample.  
Play it back. Does your recorder work?

## Make sure your Microphone isn't Muted in your Computer Settings

Right click the speaker icon in your system tray and select "Recording Devices"



Click to select the microphone  
Then click Properties



Click the Levels tab

Look at the microphone icon, it should NOT have the red slash mark. If it does, click on the icon to remove it

Click OK

This should fix it!

