

# TROUBLESHOOTING: STEP 1 - SESSION SETTINGS

Teachers can turn off your ability to use your microphone and camera in BBCU

**Has your teacher turned on microphone and camera access?**

Example: Your teacher has disabled microphones and cameras

*Ask your teacher to check the session settings*



Example: Your teacher has enabled microphones and cameras



# TROUBLESHOOTING: STEP 2 - CHECK F4 & F8

Is your microphone muted in Windows?

1) Check Your F4 key (If you are using a Dell Computer). If the light is on, then your microphone is muted in Windows.



Light is off



Light is on

2) To turn the light off and un-mute in Windows, hold down the Fn key and tap F4. *If holding Fn and tapping F4 does not change the light, please proceed to TROUBLESHOOTING: STEP 4*

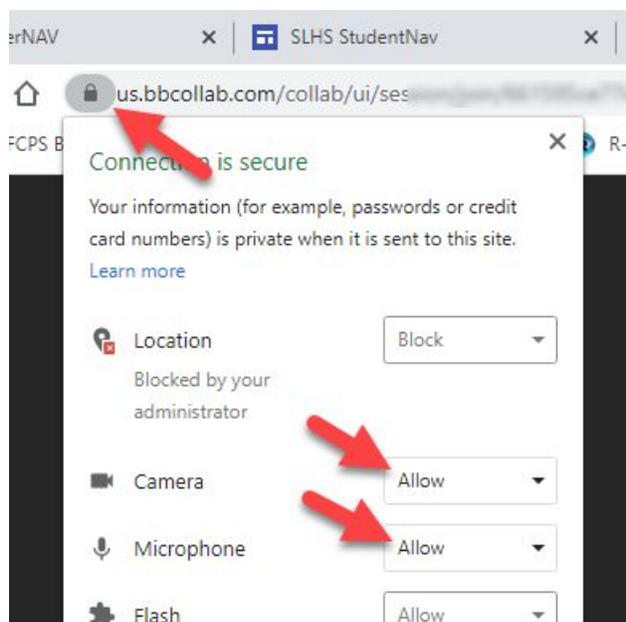
3) If you are using an HP Probook check the F8 key. This model does not have a light so you will have to test it by holding down the Fn and tapping F8. Check and try again.



## TROUBLESHOOTING: STEP 3 - GOOGLE CHROME PERMISSIONS

Does Chrome have permission to access your camera and microphone?

While you are in your BBCU Classroom, click on the small lock icon in the address bar. Make sure both Microphone and Camera are set to Allow



# TROUBLESHOOTING: STEP 4 - MICROPHONE LEVELS (ADVANCED)

Let's go deep into windows, and make sure you microphone levels are set correctly

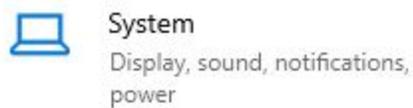
1) Click the Start Button, and the click Settings (Gear Icon)



2) Click the System button



3) Click the Sound button



4) In the Input section, make sure the correct microphone is selected

**FCPSOn Laptop - Microphone Array (R)**

**Staff Laptop - Microphone Array (Realtek Audio)**

*Note: If you are using a headset, your selection may be different! Ex: Jack Mix (Realtek Audio) or USB Headset, etc...*

Input

Choose your input device

Microphone Array (Realtek Audio)

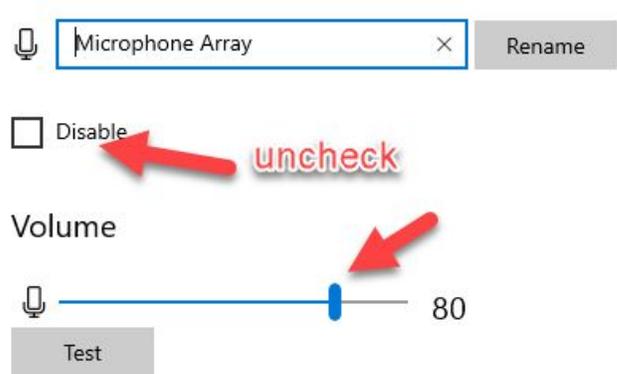
5) Click Device Properties.

some apps are using custom input settings. You can view advanced sound settings.

[Device properties](#)

Test your microphone

6) Make sure Disable is UNchecked and the Volume is 80



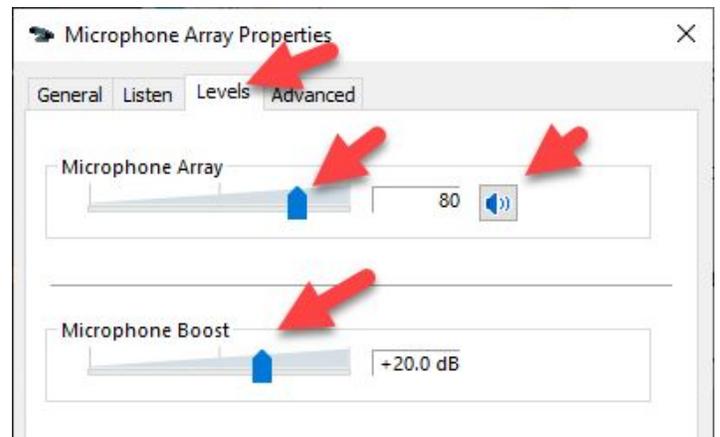
7) Click Additional Device Properties



8) Click the Levels tab

Use the slider to set the level to 80

Use the slider to set the microphone boost to +20.0 dB



9) Check the Mute button on the Levels tab

If the mute button has a small red circle, click it to unmute your microphone. Click OK when you are done.



Mute On (bad)



Mute Off (good)