Blackboard

How to allow access to your microphone on Windows 10

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Product: Collaborate -Web Conferencing

Description: If you're having audio problems in your session, the following steps may resolve the issues. By following these steps, you will allow access to your microphone. **Symptoms:** User may get a "cannot connect to microphone" error message, or their microphone will not be seen when running the audio setup wizard.

Cause: Microphone is not allowed under their Privacy Settings **Resolution/Workaround:**

- Click the Windows Start Button > Settings > Privacy.
- Select **Microphone** from the menu on the left then click the **Change** button.



• Set the Microphone access toggle to the **On** position.



For more information on troubleshooting sounds settings, please click here.