Issues with Audio or Microphone Detection

Missing Input or Output Sound

If your experiencing issues with your Microphone detection during the Start-Up Sequence the following steps may help resolve the problem:

1. Turn your computer's volume up all the way, make sure you didn't get muted for any reason. If you continue to experience issues follow the next steps.

2. Close out all other applications on your device. Then reboot your computer by restarting it.

3. Uninstall and reinstall the LockDown Browser.

4. Mac Mojave users should also ensure they've granted the necessary permissions for the camera and mic to be used by LockDown Browser. See <u>this article.</u>

5. Open LockDown Browser, log in to Canvas, and navigate to the course. At the top of the toolbar click on the "Help Center" icon in the upper toolbar.

6. Make your appropriate selections, and Click on the button titled "Run Webcam Check." If you still don't hear your recording, then click "it's not working" and follow the steps in the troubleshooter.

If problems persist, we recommend:

- Hook up an external microphone to your computer and try the above steps again. Most external USB webcams come with its own microphone. If you have a USB headset you can try that as well.
- If these troubleshooting steps do work, please consider using another computer for the exam. *You can rent one for free from our TC Library.

LockDown Browser		CockDown Browser
EP 1: TERMS OF USE	Webcam Check	Respondus Monitor Help Center
EP 2: WEBCAM CHECK	0	Use the pre-exam Webcam Check to ensure that the webcam and microphone are working correctly on this computer. If you encounter problems when using LockDown Browser, use the "System Check" and Knowledge Base to troubleshoot the problem.
EP 3: ADDITIONAL INSTRUCTIONS	+	
EP & GUIDELINES + TIPS	LockDown Browser (2.04.00) X There was an error trying to activite your cances or microphone. NetReadableError: Could not start audio source	Webcam Check Run a pre-exam webcam check to confirm your webcam and microphone work properly.
P 5: STUDENT PHOTO		System Check Run a diagnostic of your computer system and network.
P 6: SHOW ID		Knowledge Base Just the forwardedge Brief for some to common problems and other securities
P 7: ENVIRONMENT CHECK	OK	Visit die knowledge base for answers to common prouvens and other resources.
P 8: FACIAL DETECTION CHECK		Done Need More Help?
IP 9: BEGIN EXAM	It's not working	