Issues with Audio or Microphone Detection
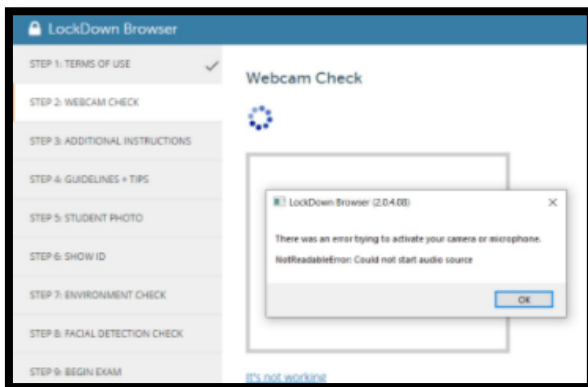
Missing Input or Output Sound

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 this article.

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.