

Blackboard

How to allow access to your microphone on Windows 10

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Product: Collaborate -Web Conferencing

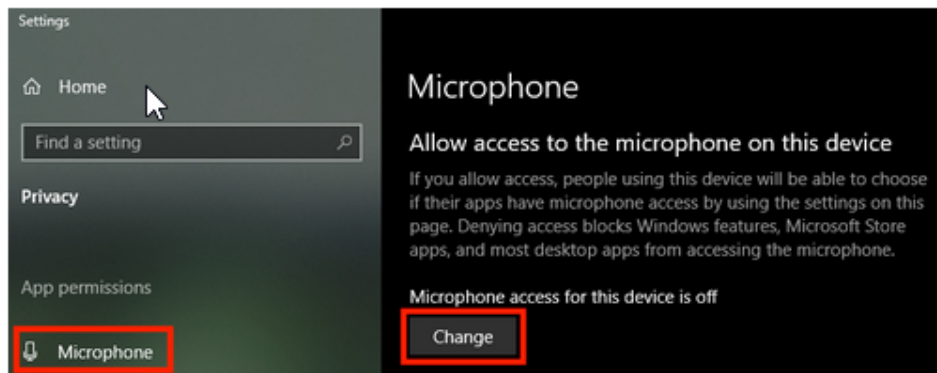
Description: If you're having audio problems in your session, the following steps may resolve the issues. By following these steps, you will allow access to your microphone.

Symptoms: User may get a "cannot connect to microphone" error message, or their microphone will not be seen when running the audio setup wizard.

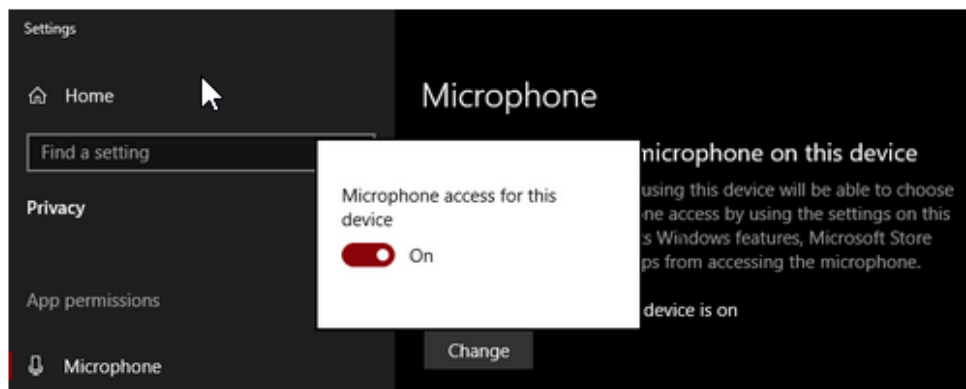
Cause: Microphone is not allowed under their Privacy Settings

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](#).