Blackboard

Microphone Auto-Mute on Windows 10 Computers

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Product: Collaborate - Web Conferencing **Document Type:** User Documentation **Document Summary:**

Auto-Mute for Microphones on Windows 10 Machines

Customers will see that their microphone was muted, but they did not mute it themselves, when trying to use it in their session. There is a setting on Windows 10 that makes this automatically happen. The instructions below will provide you with the necessary steps to resolve this issue.

Information: Method 1. Modify microphone's settings

-Right-click the speaker icon placed on the Taskbar (near Date/Time).

-Select Recording Devices. You will see a window like below come up.

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			ОК	Cancel	Apply

-When the Sound control window opens, select Communications tab.

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<i>©</i>	Windows ca sounds whe telephone c	an autom en you ar calls.	atically adjust tl e using your PC	ne volume of to place or i	f different receive
When V	Vindows de	tects com	munications ac	tivity:	
OMu	te all other :	sounds			
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ORec	luce the vol	ume of ot	ther sounds by	50%	
ODo	nothing				

-When the question When Windows detects communication activity emerges, select Do nothing.

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• Do no	othing				
			OK	Cancel	Apply

-Then click Apply. After that, check your microphone if it stopped muting itself. If the problem did not stop, please do the following: -Open Recording tab on the Sounds window again. -Right-click on the microphone and select Properties.

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		C	ОК	Cancel	Apply

-Click Advanced tab on the new window.

-Unchecked the Allow applications to take exclusive control of this device option.

General	Listen	Levels	Advanced	
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-Click Apply to save the changes.

However, if you are still having issues with the microphone still not working in the session try the suggestions below.

Method 2. Change the format of the Microphone
-Right-click the speaker icon placed on the Taskbar (near date/time).
-Select Recording Devices and double click on the microphone that you are currently using.
-Open Advanced Tab and select any of the 16-bit options on the list.

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Method 3. Update device drivers -Press Win key and type Device Manager. -Open Device Manager. Expand Sound, video and game controllers and update all device drivers from that list.

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V 🗄 DESKTOP-3GL2GTF		
> 🔟 Audio inputs and outputs		
> 💻 Computer		
> 🔜 Disk drives		
> 🔙 Display adapters		
> 🔐 DVD/CD-ROM drives		
> 🐺 Human Interface Devices		
> 📷 IDE ATA/ATAPI controllers		
> 🔤 Keyboards		
> 🕘 Mice and other pointing devices		
> 🤤 Monitors		
> 🚽 Network adapters		
> 🛱 Ports (COM & LPT)		
> 🚍 Print queues		
> Processors		
> Software devices		
Sound, video and game controllers		
AMD High Definition Audio Device		
🖌 Logitech Wireless Headset		
Realtek High Definition Audio		
> 🍇 Storage controllers		
> 🔁 System devices		
> 🏺 Universal Serial Bus controllers		

-For this purpose, right-click on the Device Driver, select Properties, and click Update Drivers.