

If your mic has been muted by system settings, please do the following:

- 1) In the lower left of your screen, use the Search bar to search for Control Panel
- 2) In the Control Panel, click on Hardware and Sound
- 3) Click on Sound
- 4) Click on the Recording tab
- 5) Highlight the microphone being used (In this case we are looking for the Microphone Array) and click Properties
- 6) Click the Levels tab
- 7) To the right of the volume slider you will see the mute button. Click that button to un-mute your microphone and click OK.
- 8) Click OK to exit the Sound window
- 9) Close any open Control Panel windows.

Of course, as always, please let us know if you are still experiencing issues.