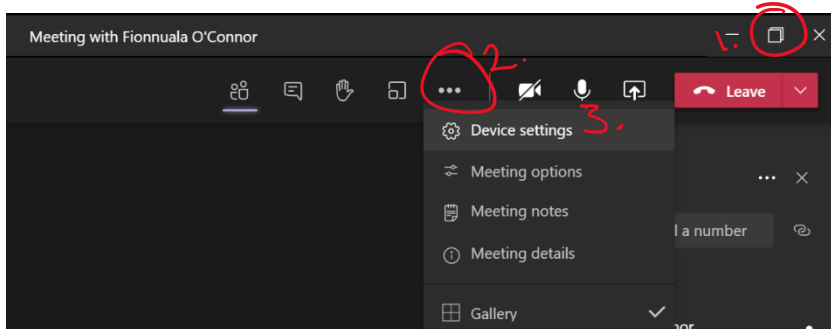


What to do if you cannot hear the teacher or be heard when you are invited to turn the microphone on

Speakers

If you have checked that the machine is set to mute and the sound still doesn't work

1. Make sure the call window is set to **full screen** by clicking on the square in the top right-hand corner
2. Click on the three dots in the centre of the screen
3. Select **Device Settings**.



4. Click on the drop down arrow next to '**speaker**'. Select a different option and see it works.

Microphone

***Your microphone is set to mute by the teacher during live lessons. You will not be able to unmute yourself unless you are invited to do so by the teacher.**

5. If you cannot be heard **when your teacher invites** you to speak, try the same steps as above and select the drop down menu next to '**microphone**'.
6. If it still doesn't work, plug in a pair of earphones.

