

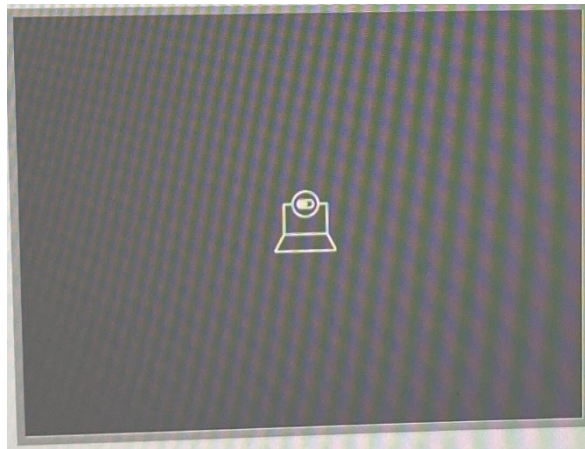


Solutions to technical problems related to the microphone, and camera

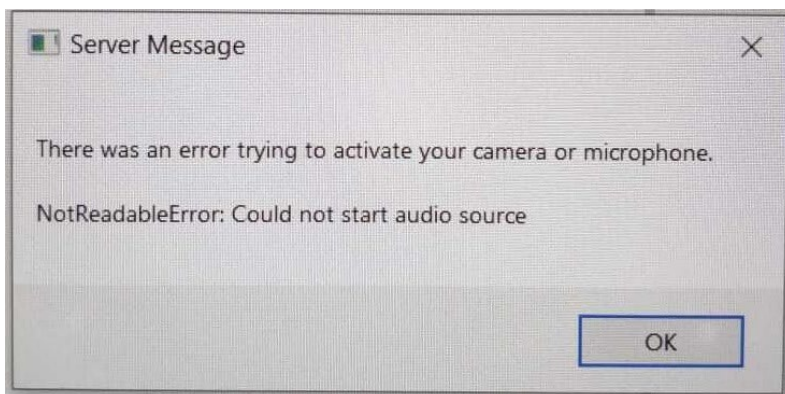
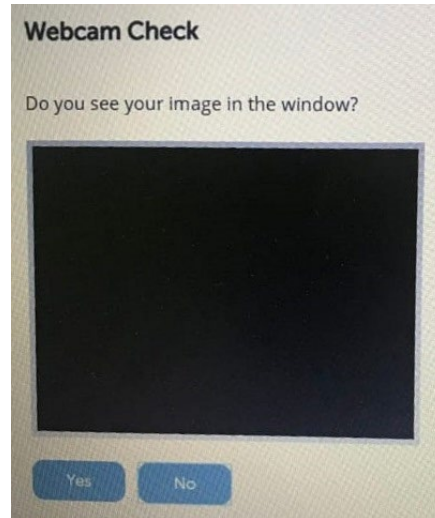
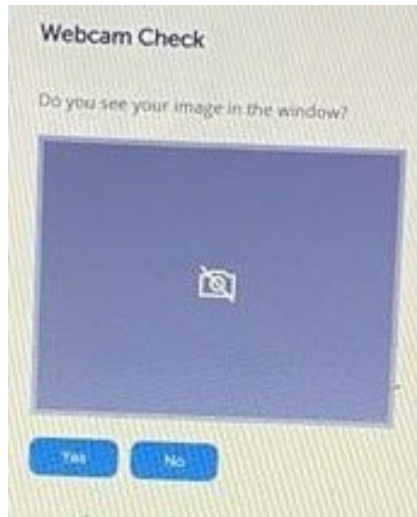
Make sure the camera and microphone are connected and working properly, then follow the steps mentioned in these two videos:

- Solve the computer camera problem
<https://youtu.be/MLFvL35Fr00>
- Solve the computer microphone problem
<https://youtu.be/AA43YMt7wrA>

Some of camera and microphone error messages examples:



- The solution to this problem is for the student to open the camera from the button on the laptop -meant to open the camera.



- Some messages that indicate a problem with opening the camera or microphone.



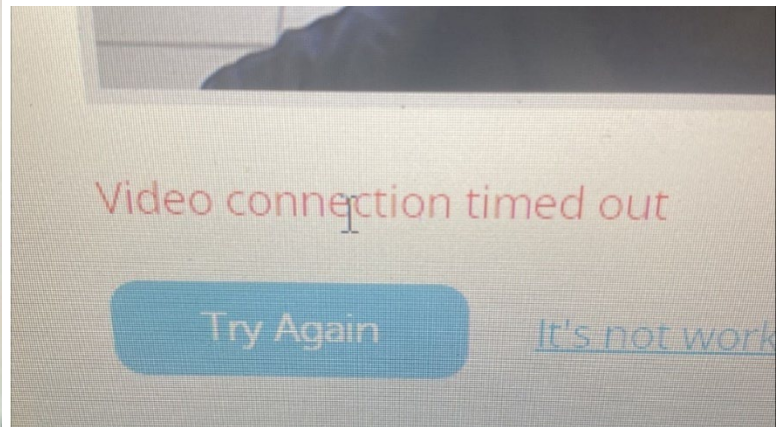
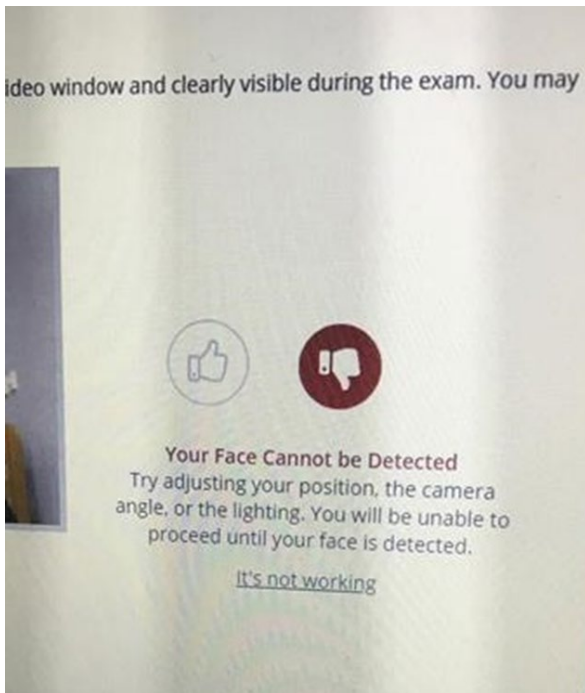
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- Make sure there is no program blocking the camera in Lockdown browser during the exam, such as Snap Camera and 360 Total Security Antivirus, as this will cancel the student's exam and may expose him/her to legal accountability and have them transferred to behavioral violations department.



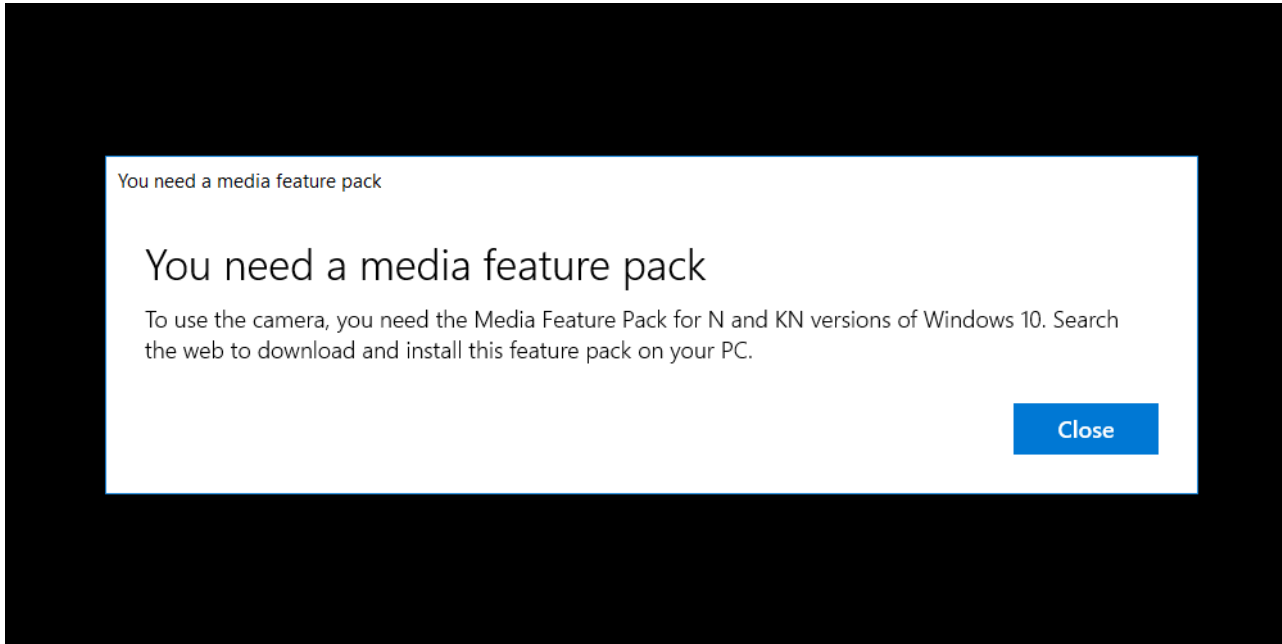
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- If the camera is working, but the face is not recognized, make sure the lighting is sufficient and the face is at a correct angle when looking at the camera, and the background is appropriate; the student may need to change his/her place to solve the problem. If the problem persists, please contact the course instructor, if possible, to have the facial recognition feature removed, to enter the exam.
- Some camera problems may be caused because the operating system or Lockdown browser are not updated, or because of Internet connection, or failure to follow the steps in the previously mentioned videos. Be sure to follow the steps and do the practice exam to ensure that the problem is solved.



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When opening the camera on Windows, and the camera is not working, and this message appears, please follow the steps in this video (minutes 1:50-2:47): <https://youtu.be/NvCnQRu8CSo>

Note: This problem only appears in Windows 10K or Windows 10KN