A/V Check Troubleshooting

for the Remotely Proctored CLT

If you have difficulty setting the permissions for your camera or microphone, follow the steps below.

Table of Contents

A/V Check Failed 2
- **Mac Devices** 2
- **Windows Devices** 2
- **Chromebook Devices** 3
- **More Suggestions** 3

Unable to Detect Sound 4
- **Mac Devices** 4
- **Windows Devices** 5
- **Chromebooks** 5

A/V Check Failed

Mac Devices

Allow access to your **camera** in your computer settings using the steps below:

1. Select the "Apple menu" system icon
2. Go to System Settings > Privacy & Security > Camera (for macOS 13/Ventura or later) OR System Preferences > Security and Privacy > Privacy > Camera (for older macOS versions)
3. Click on the lock icon to make changes; enter your device's password when prompted
4. Click on the box next to the relevant app (LockDown Browser OEM) to "tick" it, then click on the lock icon once more
5. Close and reopen your browser and navigate back to the test

Allow access to your **microphone** in your computer settings using the steps below:

1. Select the "Apple menu" system icon
2. Go to System Settings > Privacy & Security > Microphone (for macOS 13/Ventura or later) OR System Preferences > Security and Privacy > Privacy >Microphone (for older macOS versions)
3. Click on the lock icon to make changes; enter your device's password when prompted
4. Click on the box next to the relevant app (LockDown Browser OEM) to "tick" it, then click on the lock icon once more
5. Close and reopen your browser and navigate back to the test

Still having trouble? **See More Suggestions.**

Windows Devices

Allow access to your **camera** in your computer settings using the steps below:

1. Click the Windows button to launch the start menu
2. Go to Settings > Privacy > Camera
3. Make sure “Allow apps to access your camera” is switched on
4. Scroll down and make sure “Allow desktop apps to access your camera” is switched on
5. Refresh the test page to try again

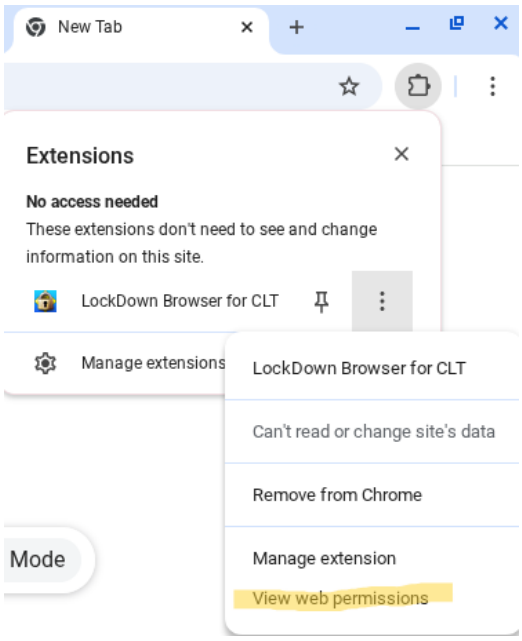
Allow access to your **microphone** in your computer settings using the steps below:

1. Click the Windows button to launch the start menu
2. Go to Settings > Privacy > Microphone
3. Make sure “Allow apps to access your microphone” is switched on
4. Scroll down and make sure “Allow desktop apps to access your microphone” is switched on
5. Refresh the test page to try again

Still having trouble? **See More Suggestions.**

Chromebook Devices

1. Make sure you're using the most updated version of Chrome.
2. If you are in LockDown Browser, exit LockDown mode and return to the normal Chrome page.
3. Open a new tab and go to chrome://settings/content/siteDetails?site=chrome-extension%3A%2F%2Fgpcdffgamfgpklpcfhfbhfooldnaiijj
   OR
   Click on the extensions icon in the upper right, select the three dots next to the LockDown Extension, and select "View Web Permissions"



4. On the next page, make sure both camera and microphone permissions are set to Allow.

5. Navigate back to your CLT account, re-enter the test, and try again!

Still having trouble? **See More Suggestions.**

More Suggestions

1. Be sure any parental/device controls (e.g. Covenant Eyes) are disabled.
2. Be sure any internet security webcam protections (e.g. Avast, AVG, Kaspersky) are disabled.
3. Restart your computer.
4. Try a different device.

Unable to Detect Sound

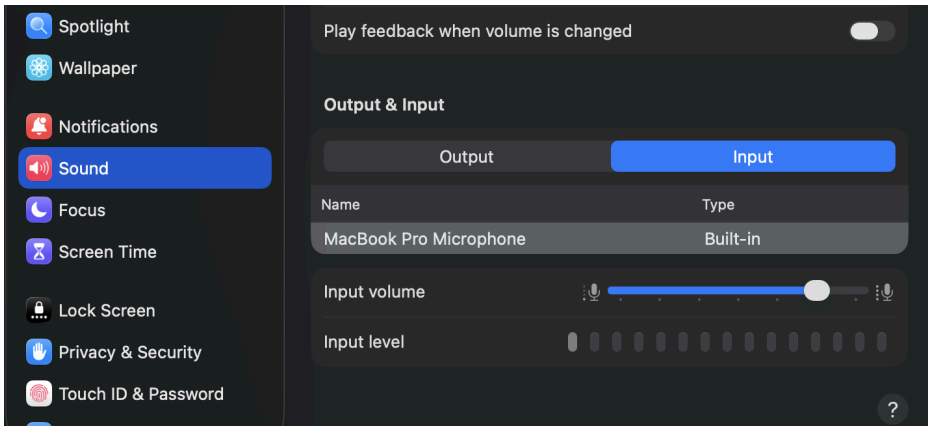
Mac Devices

Allow access to your **microphone** in your computer settings using the steps below:

1. Select the "Apple menu" system icon
2. Go to System Settings > Privacy & Security > Microphone (for macOS 13/Ventura or later) OR System Preferences > Security and Privacy > Privacy >Microphone (for older macOS versions)
3. Click on the lock icon to make changes; enter your device's password when prompted
4. Click on the box next to the relevant app (LockDown Browser OEM) to "tick" it, then click on the lock icon once more
5. Reopen your browser and navigate back to the test

Check the input volume on your microphone:

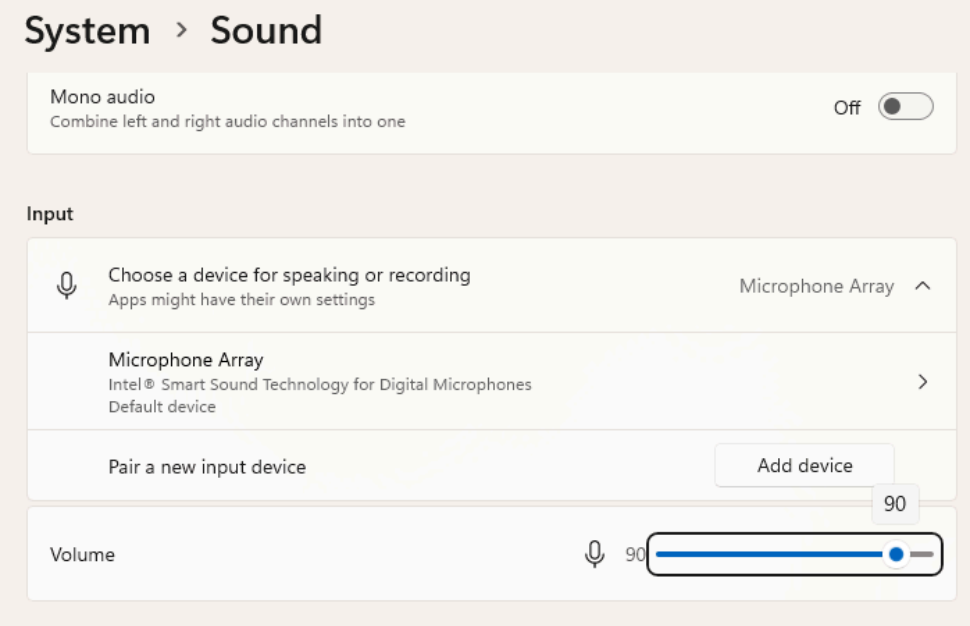
1. Select the "Apple menu" system icon
2. Go to System Settings and click Sound in the left sidebar
3. Under “Input”, adjust your volume slider up



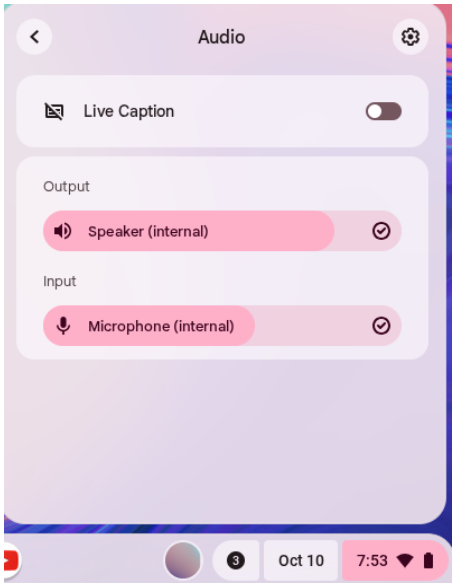
Windows Devices

Check the input volume on your microphone:

1. Search for “Audio input volume control” in your computer settings.
2. Under Input, adjust the volume slider up



Chromebooks

Check the input volume on your microphone:

1. Select the computer clock in the bottom right of your screen
2. To the right of the volume slider, select › (Audio Settings)
3. Adjust your microphone volume under Input