

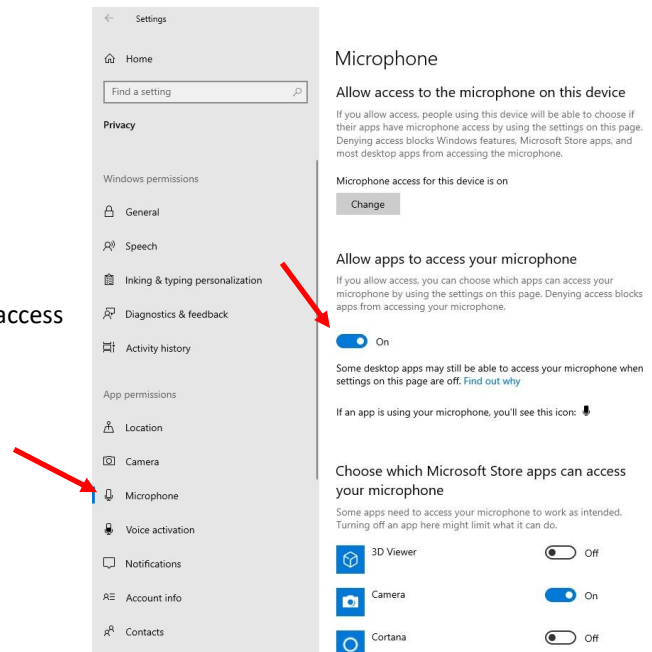
Troubleshoot Guide for Microphone not being detected in RingCentral:

It appears in recent updates that both Windows and Mac's security settings have been increased to disable applications to automatically be able to access your microphone. Ultimately, this is a good thing for privacy. However, it can cause headache when trying to connect to a meeting.

Double check your settings to ensure your system is enabling the microphone to be accessed by the RingCentral application.

On a Windows 10 machine:

- 1) Click the Start/Windows button on the lower left corner
- 2) Click the Gear icon to get to settings
- 3) Select Privacy from the options
- 4) On the list to the left is "App Permissions" then Microphone
- 5) Ensure the toggle switch is turned "ON" for allowing apps to access your microphone



On a Mac:

- 1) Click the settings icon (looks like gears)
- 2) Select Security & Privacy
- 3) Under the Privacy tab select "Microphone"
- 4) Look for the RingCentral Meetings icon on the list and check it to enable its access to the app
- 5) Ensure the toggle switch is turned "ON" for allowing apps to access your microphone



Once you have verified the computer is allowing the RingCentral application to access your microphone, double check your settings within RingCentral itself.

When using the computer application (tablet/smartphone might be slightly different) In the lower left corner is the icon that identifies how you are connected to audio. The right of the microphone icon is an up arrow. Click that, and verify that RingCentral is pointing to the proper microphone and speakers.

Depending on how your setup is configured, you might be using a headset, or have an external microphone setup etc. You'll want to verify that RingCentral is using the intended device here.

