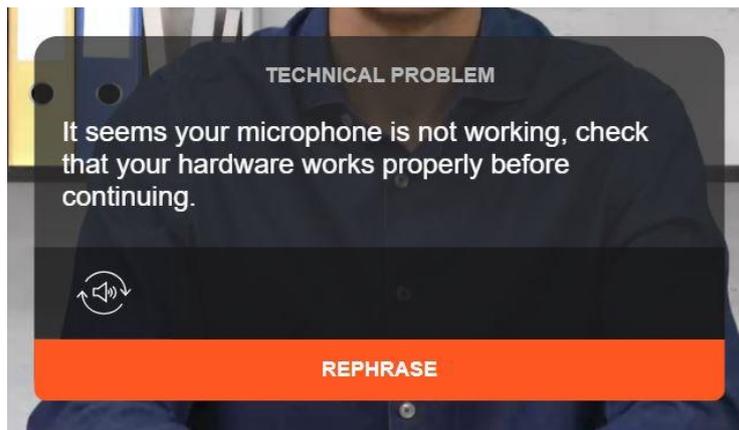


PROBLEM:

The "push to talk" mode is not functioning correctly. It fails to recognize my voice and displays an error message indicating microphone issues.

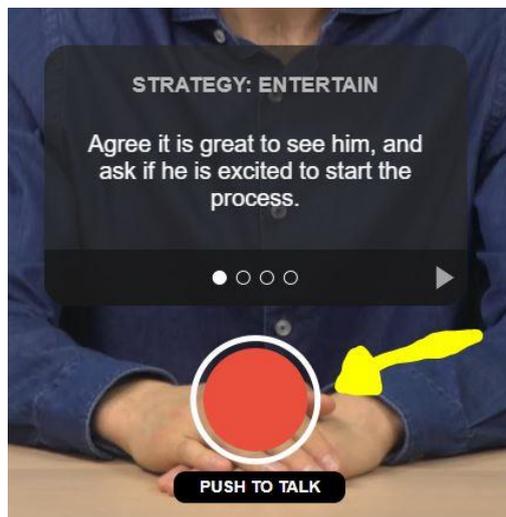
SOLUTION:

This error message



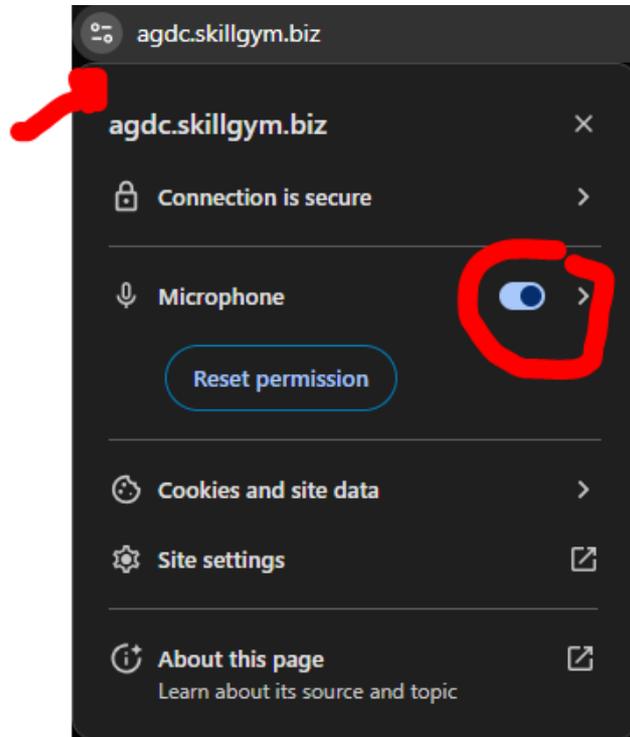
may appear in the following scenarios:

1. **The mouse button is held down continuously on the push-to-talk button while speaking**, instead of performing a **single click to activate the recording before speaking**.



2. **The microphone is not recording**. This can be verified during the recording process by observing whether the red square indicator flashes while speaking.

Check that the microphone is properly connected and enabled in the browser/website settings. (See attached image below for reference - click on the round icon to open the setting window.)

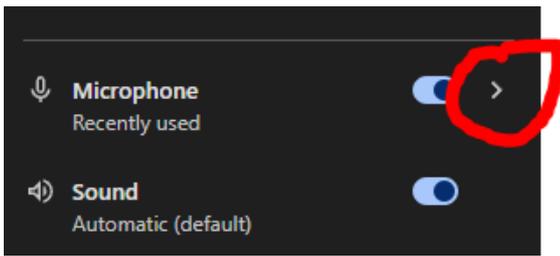


If the microphone is enabled but the technical issues screen still appears, go to <https://www.google.com/> , click the microphone icon

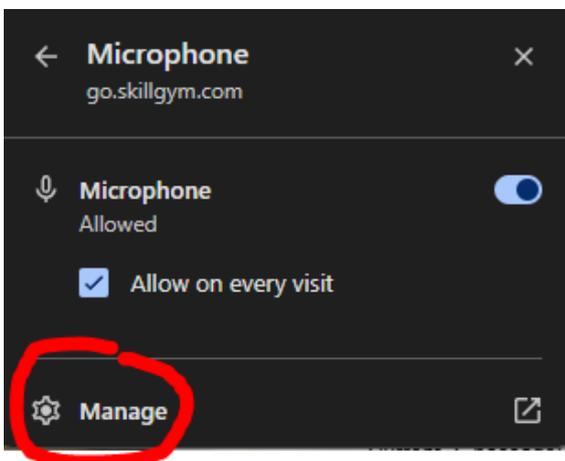


and try speaking. If your voice isn't recognized, it means **the system is set to a different microphone**. This usually happens when you're using headphones/earbuds but the system is set to the PC's built-in microphone.

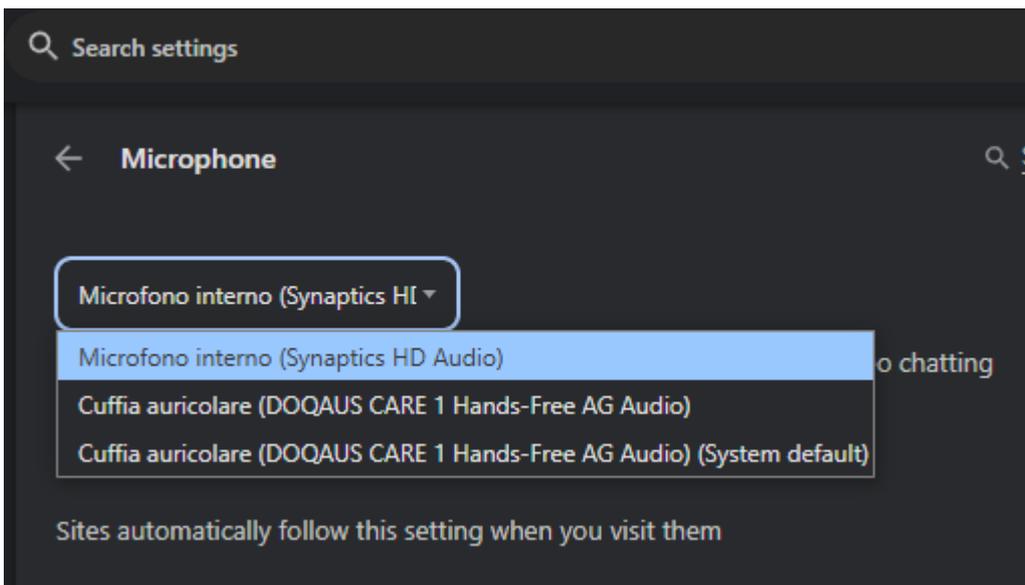
To change the microphone, click the indicated arrow



Click on **Manage**



Choose the microphone that corresponds to the system you're using (headphones or other)



Once done, you can use "push to talk" again.

Some other useful TIPS to prevent this message:

- Check that both your **INPUT** and **OUTPUT** audio settings are properly configured (if you have multiple audio devices available, select the same device for both input and output)
- Use Push-to-Talk in a **quiet** environment.
- Use good quality **headphones** or **earbuds** to keep the mic close to your mouth.
- If you're using your computer's built-in mic, **speak closer** to it to avoid sounding "distant".
- Increase your mic's input **volume** in your computer settings.