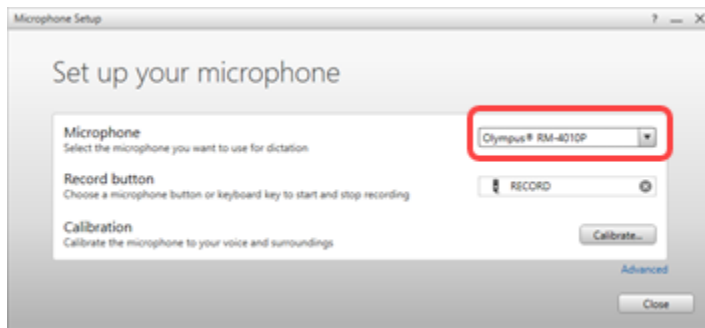# Fluency Direct Laptop Microphone Troubleshooting

*Issue***: Fluency** Direct is being used on a laptop, producing random words, and not accurately recognizing what is dictated.

If the laptop's internal microphone is not disabled, there is a possibility that Fluency Direct will select the internal microphone as the input device. If this happens, there is a potential that Fluency Direct will produce random words and may not recognize what is being said.

To verify if the internal mic was selected, click on the **Fluency Direct Control Bar,** and select **Microphone Setup**. The selected microphone will display in the first drop down menu.

- If Olympus RM-4010P or PowerMic II displays, the correct microphone is being detected
- If internal microphone displays, select the drop down and select the proper microphone from the list
- If the internal microphone is never needed, (i.e., to attend Web Conferencing Meetings or to perform telemedicine), the internal microphone can be disabled. See steps below.

Resolution: Disable the laptop's internal microphone:

Note: You must have administrative rights on the laptop to disable the internal microphone. If you do not have access to the Device Manager, you do not have administrative rights. Contact the ITS Service Desk at 4-5000 internally or 952-992-5000 to disable the internal microphone.

If you have administrative rights on the laptop, follow these instructions to disable the internal microphone:

1. Right-click on the Windows Start button (lower left) and open **Device Manager**.
2. In the **Device Manager** window, expand the **Audio** inputs and outputs section. **Laptop Microphone** will be listed as one of the devices.
3. Right click on **Laptop Microphone** and select **Disable device**.

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Questions or need assistance? Call Children's IT Service Desk 24/7 at 952-992-5000 or 4-5000 internally