

Microphone not working in and exam

Some clients have exams which have a microphone allowing the candidate to respond to questions in their exam. Steps to resolve microphone issues include:

1. Unplug the microphone and plug the USB connector into a different USB port.
2. Stop the exam, (ctl/sft/F12) move the candidate to another PC, and relaunch the exam.
3. Place a call to the Test Center Technical Support team.

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<https://pearson.makekb.com/entry/27/>