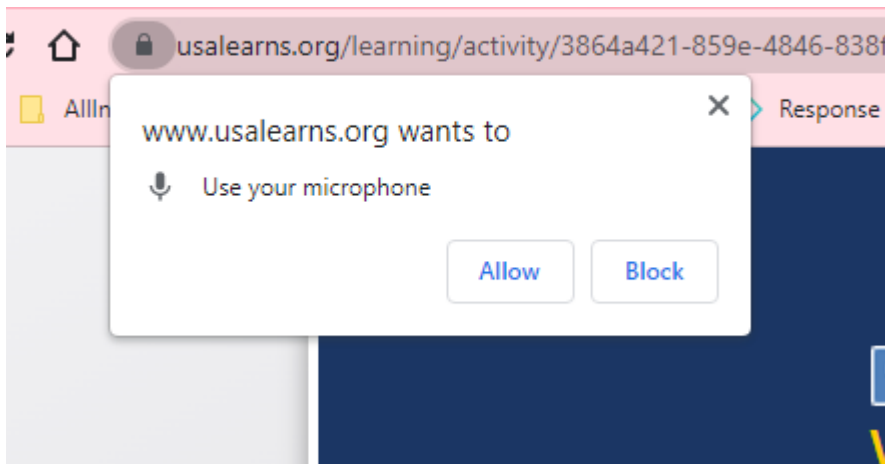


Troubleshooting Audio Recording in USA Learns

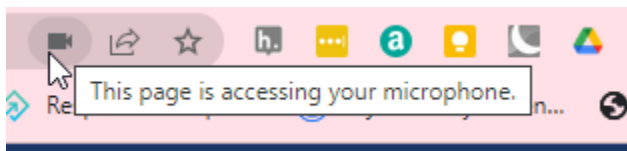
USA Learns helps learners practice speaking by recording their voice. The first time a student records their voice on a device, they need to *allow* the browser to access their microphone and record their voice. Each browser does this a little differently. There are two examples below for Chrome and Edge. Feel free to add additional browsers that are used at your site. If possible, please share your additions by sending the revised document to: ppearson2007 (at) gmail.com to update this document for others.

Chrome Browser on a Desktop Computer

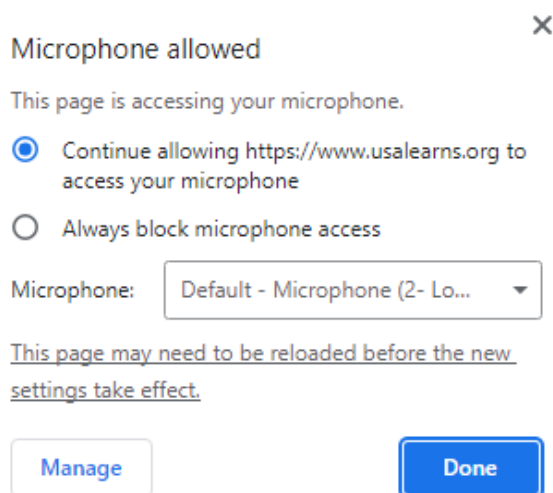
This is a pop-up from Chrome to use the user's microphone. Be sure to select "Allow."



Once you allow Chrome to use your microphone, you will see a small video camera icon in the omni-box (address bar).

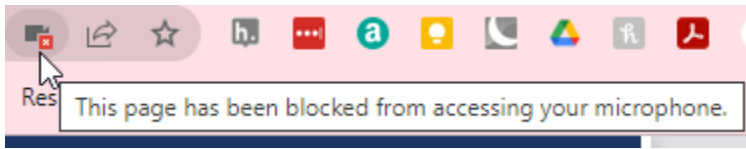


Clicking on this video camera icon will open this dialog box:



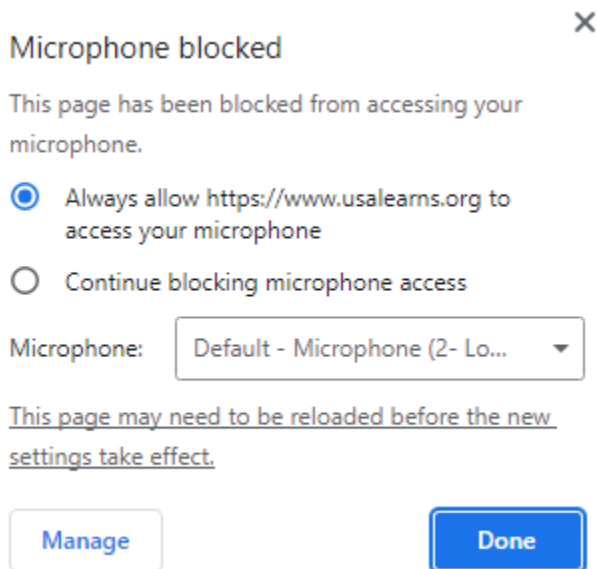
This shows the current access settings for your microphone. Notice you can make changes and save them by selecting "Done."

If you notice the message “No audio was recorded” on your USA Learns activity, then permissions were not granted for Chrome to use your microphone. You can change this setting by clicking on the same video camera icon and allowing access.



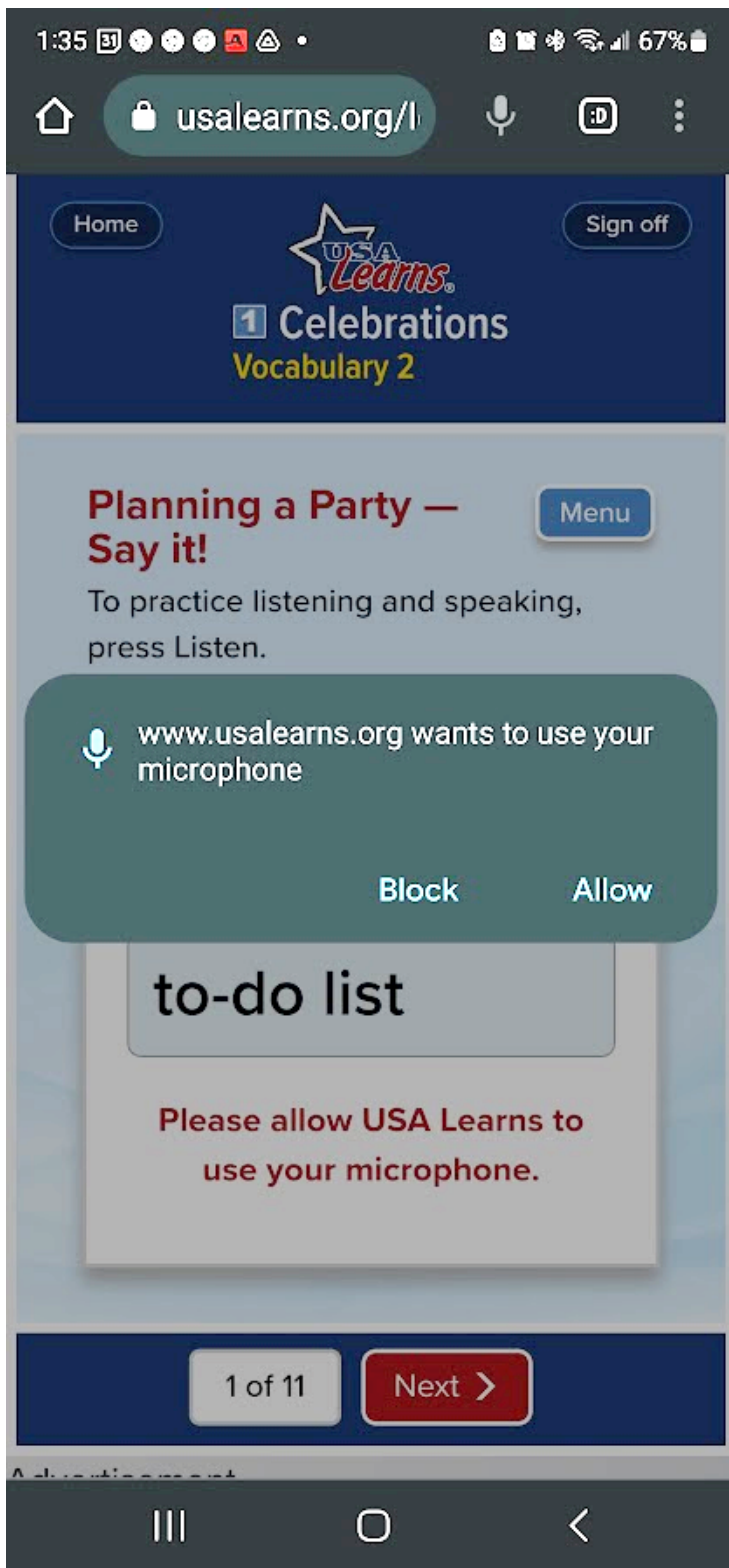
**No audio was recorded. Do you have a microphone?
Is it turned on? Try refreshing the page, then
selecting Allow in the pop-up window.**

Once you click on the video camera icon with a red “X” you can change the settings in the dialog box.

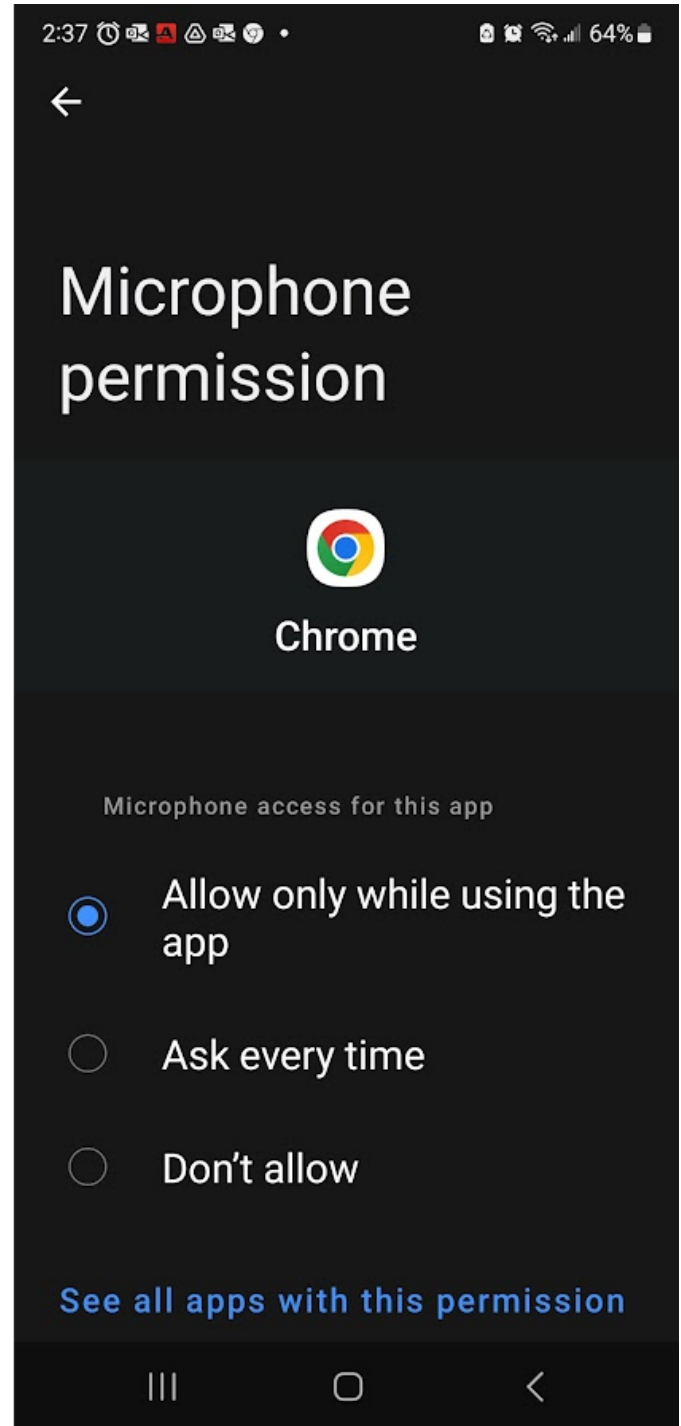
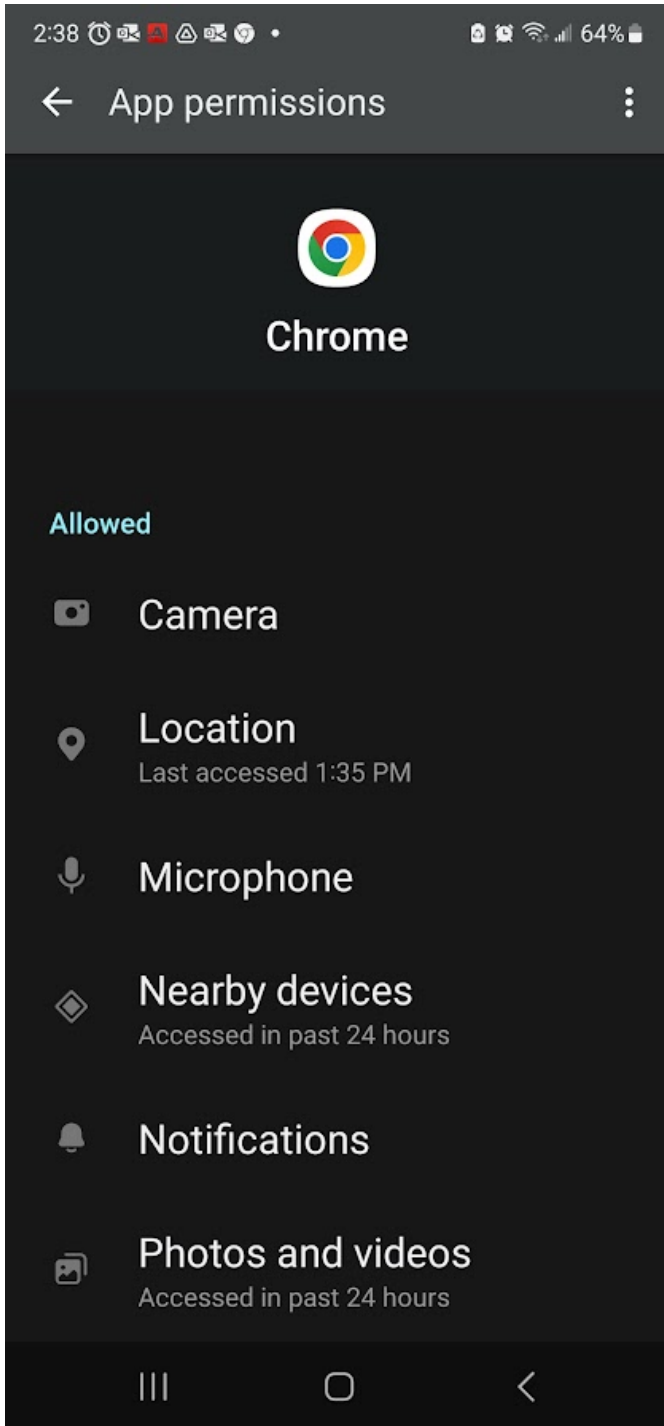


Chrome Browser on an Android Phone:

You can access USA Learns on your Android phone, but you must also give permission for the web page to use your microphone during your speaking activities.

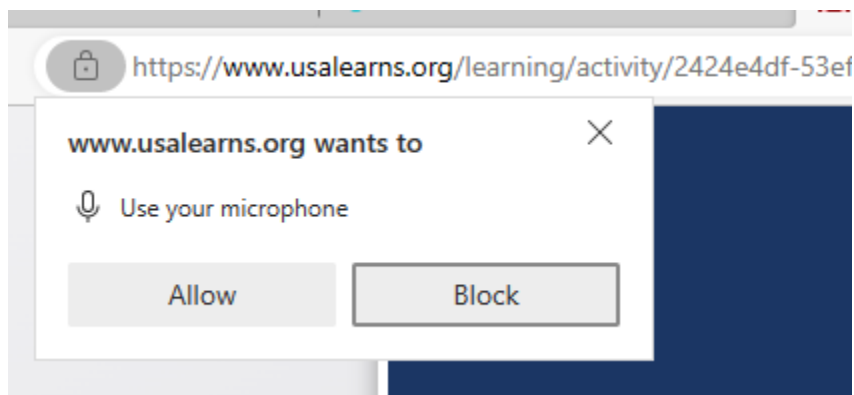


If you cannot record, you will need to go to the Chrome permissions on your phone. Typically, this is found by going to your phone's settings, then Apps. Once you find Chrome, select permissions, and make your changes.

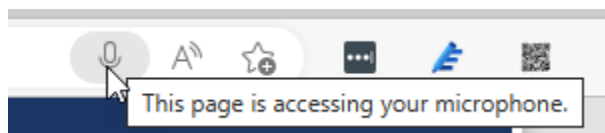


From Edge on a Desktop Computer

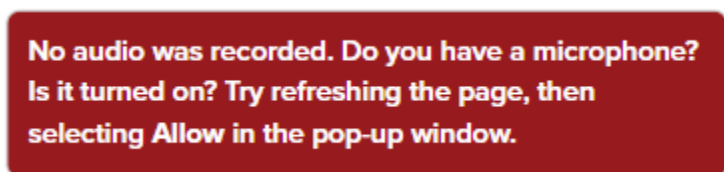
The first time you use Edge to access USA Learns and one of its recording activities, you will be prompted to allow USA Learns to use your microphone. Be sure to select Allow in this box.



Once you select "Allow," note in the omni-box (address bar) that a small microphone icon appears.



If you see the following message on your USA Learns activity...



You need to change the permissions in Edge to allow the use of your microphone. Click on the microphone icon with the red "X" in the omni box and select 'Always allow' and then select 'Done.'



Microphone blocked



This page has been blocked from accessing your microphone.

- ☒ Always allow <https://www.usalearns.org> to access your microphone
- ☐ Continue blocking microphone access

Microphone:

Default - Microphone (2- Lo... ▼

Manage

Done