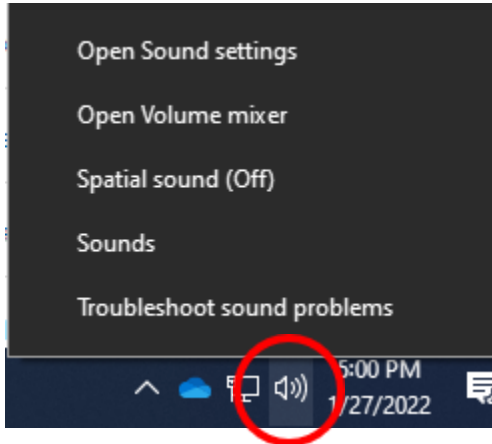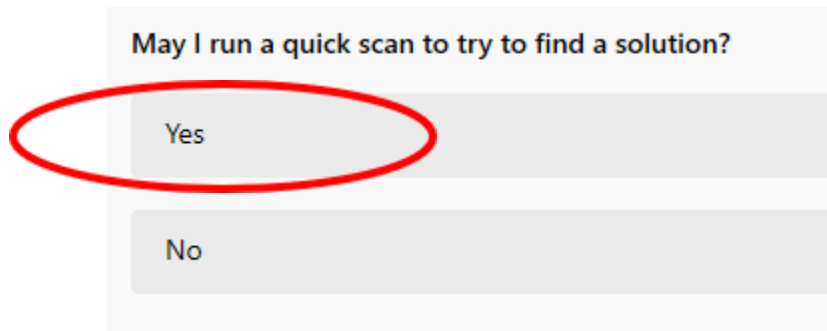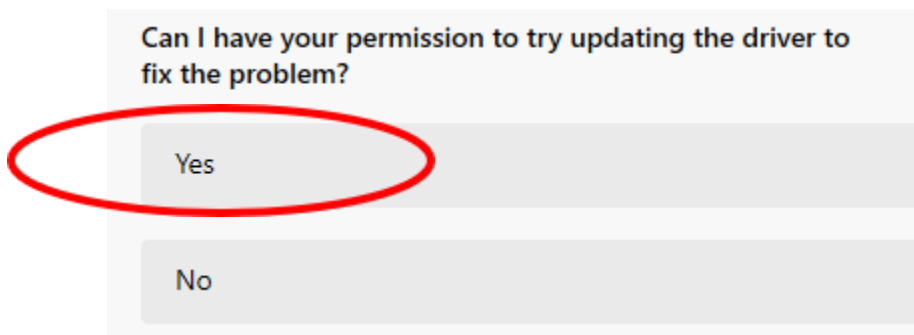# To resolve the Examplify microphone issue:

1. **Right-click** the little speaker icon in the bottom right corner of your screen and select **"Troubleshoot sound problems"**

2. In the window that appears, click Yes under **May I run a quick scan to try to find a solution?**

3. Wait for the troubleshooter to complete the scan.
4. If you are asked if you hear a beep, click **No**
5. If you are asked **Can I have your permission to try updating the driver to fix the problem?,** click **Yes**

6. Once the update is complete, try accessing the quiz again.