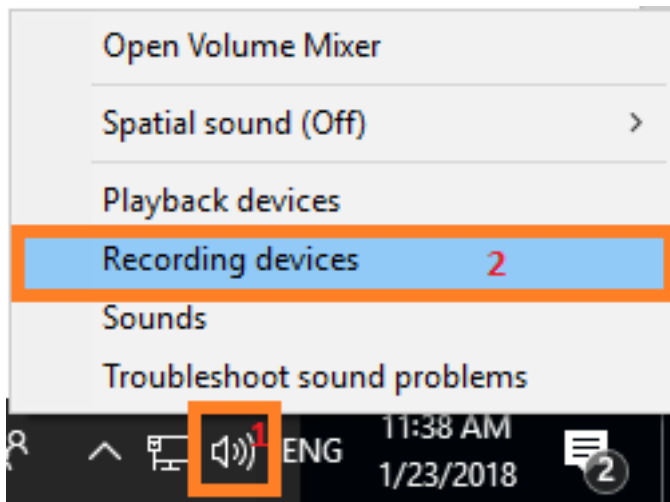


# Troubleshooting

## How to fix the "Could not record the microphone sound" issue on some computers?

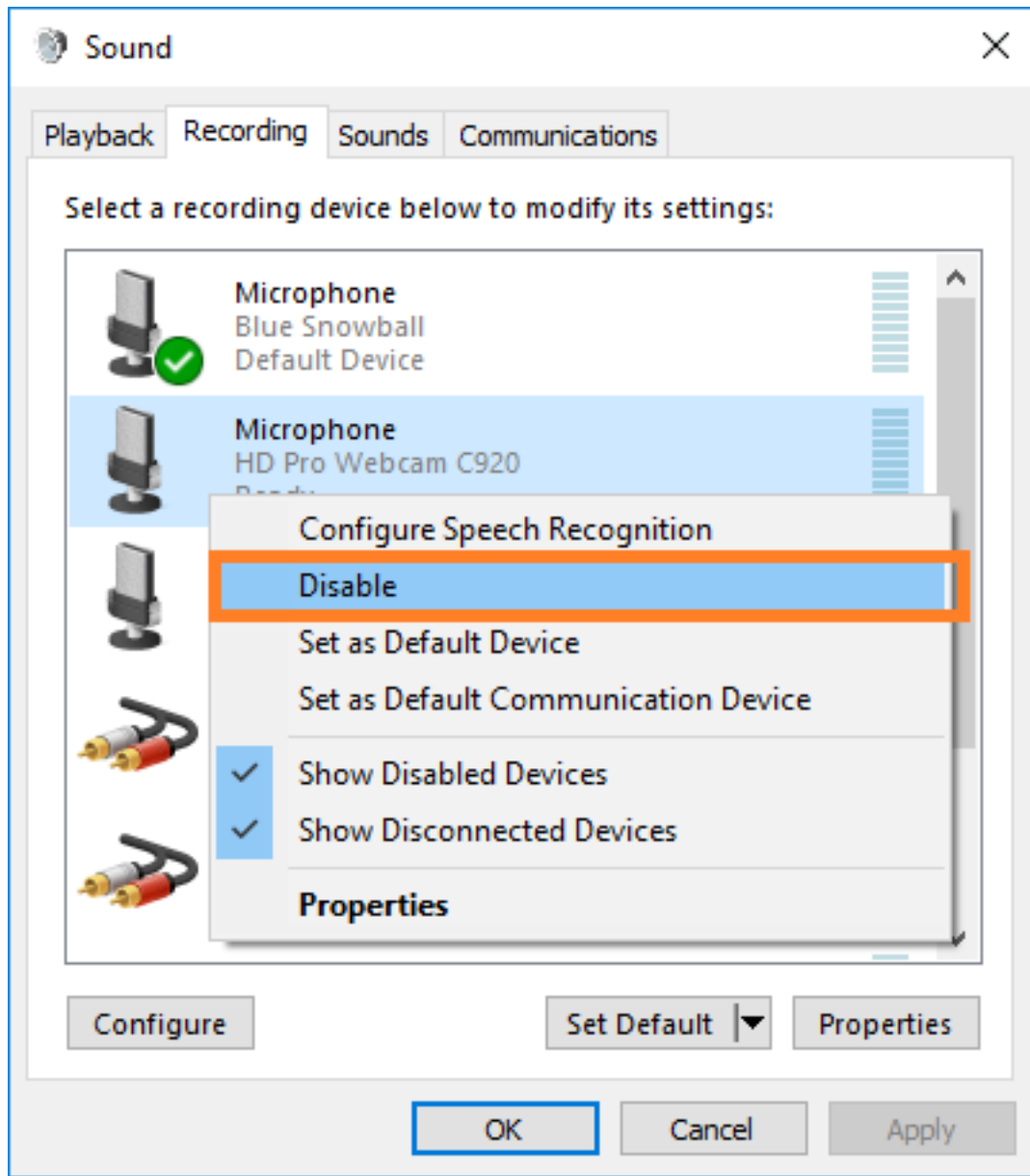
If there are more than one microphone device, you may disable your microphone which you do not use by following the below steps.

1. Right-Click the Speaker icon, then click the "Recording devices" menu as below image shows.



2. Right-click on Microphone which you do not want to use and select Disable. You may enable it back by selecting Enable option after right-clicking on it.

# Troubleshooting



3, Then restart Skype to record new call to avoid the issue happen again.

Unique solution ID: #1101

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