

System Requirements

Problem

The System Requirements control is not verified at the "System Check 3/7" screen.

System Check 3/7

We are checking your system and environment. For some of the recording items we need your action, the system will guide you! For the starting session, all items must be verified. If there is any unverified item please press "Retry" for verifying again.
Please check the [FAQ](#) page if you have a problem. Let us know by [reporting the problem](#) if you can't solve it.

 Video Recording ✓ Verified	 Voice Recording ✓ Verified	 Screen Recording ✓ Verified	 System Requirements How to fix? i Retry
 Developer Tools must be disabled ✓ Verified	 Virtual Machine is not allowed ✓ Verified	 Only one screen allowed ✓ Verified	 Connection is suitable for session ✓ Verified

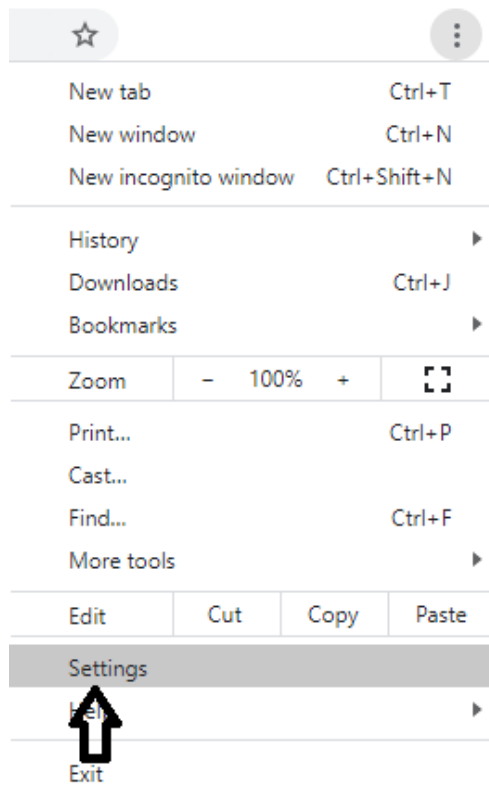
Cancel

Next Step

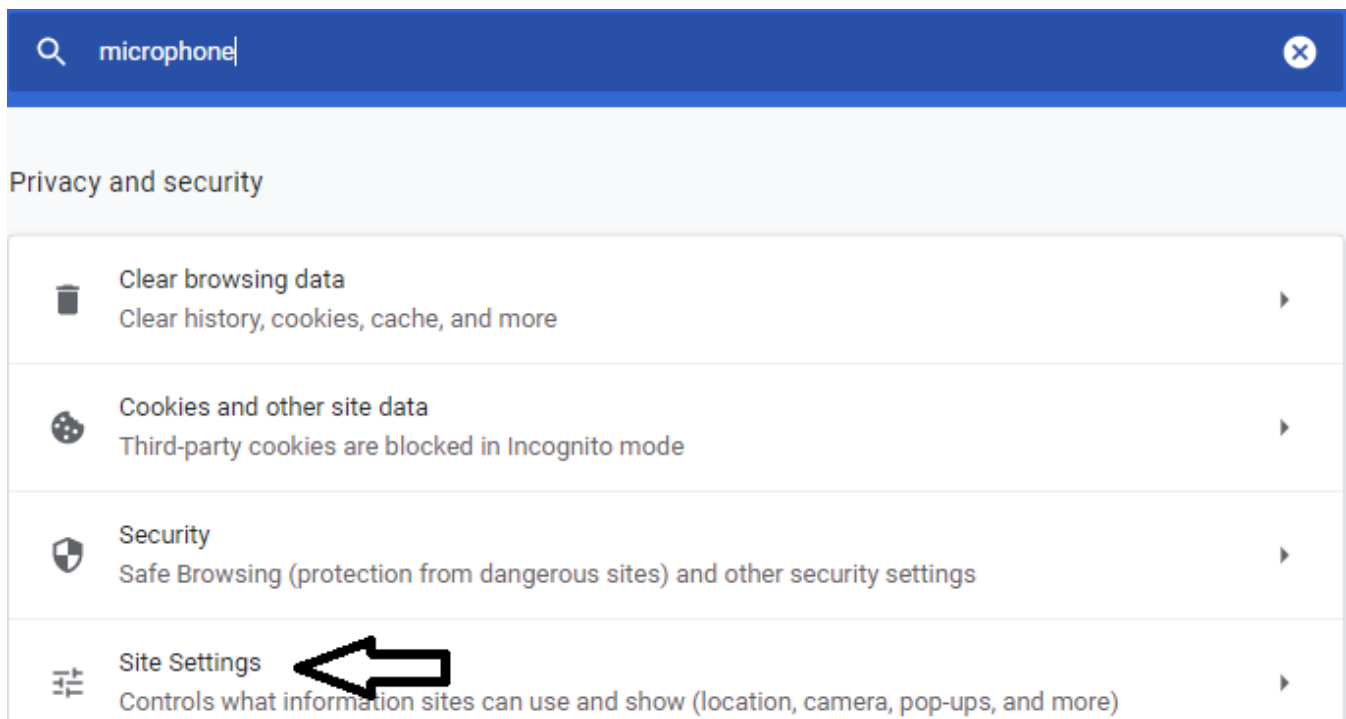
Solution

1- Please make sure you are not using a virtual microphone. Please click the [link](#) for watching the solution video or follow the instructions below.

- Click  the Chrome settings icon on the top right-hand corner
- Open "**Settings**"



- Write "Microphone" in the search area
- Click "Site Settings"



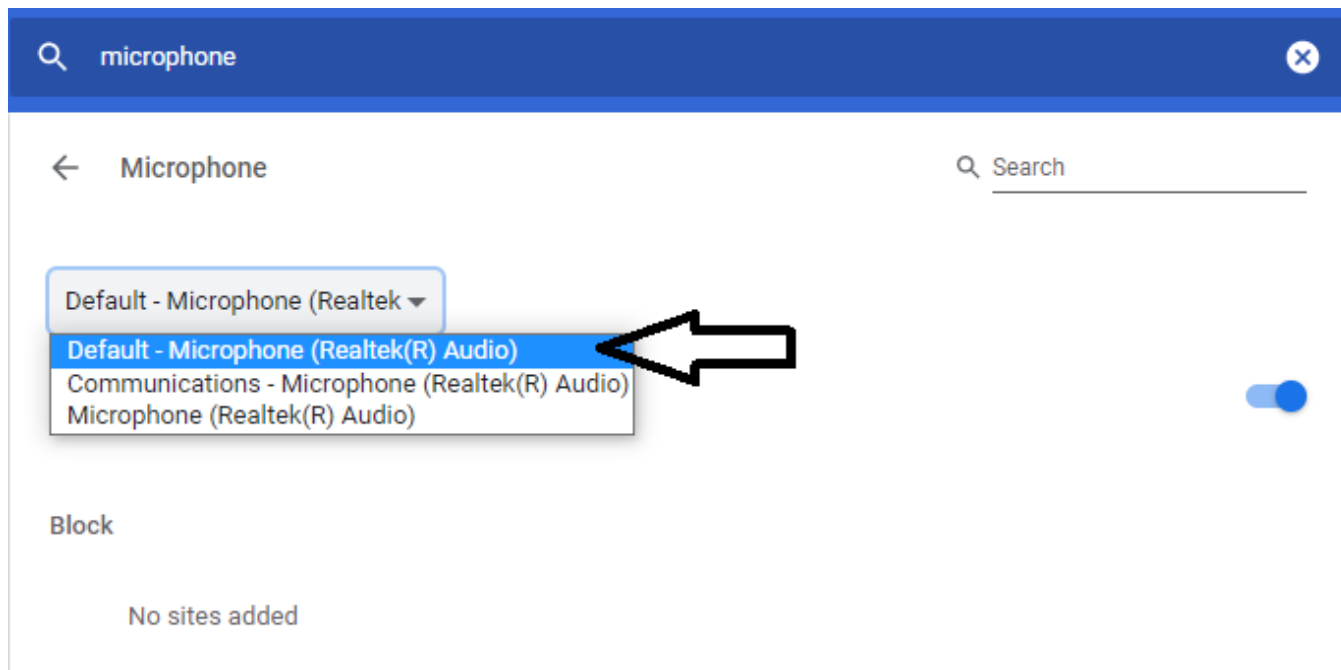
- Click "Microphone"



Microphone

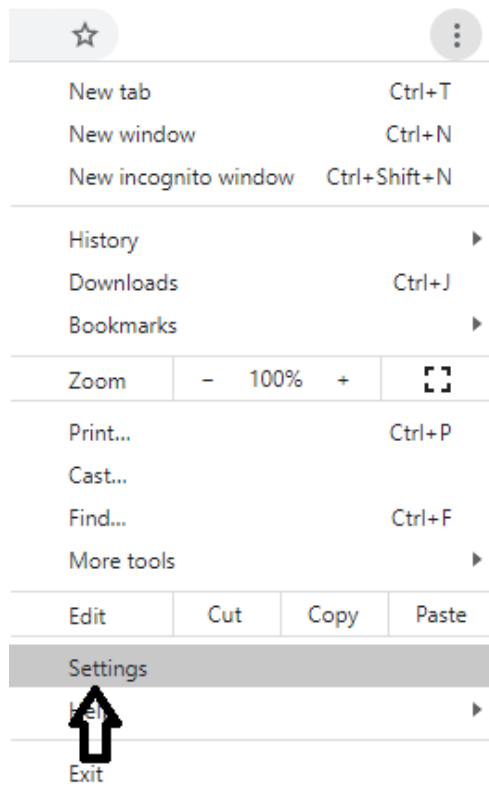
Ask before accessing

- Select "Default - Microphone"

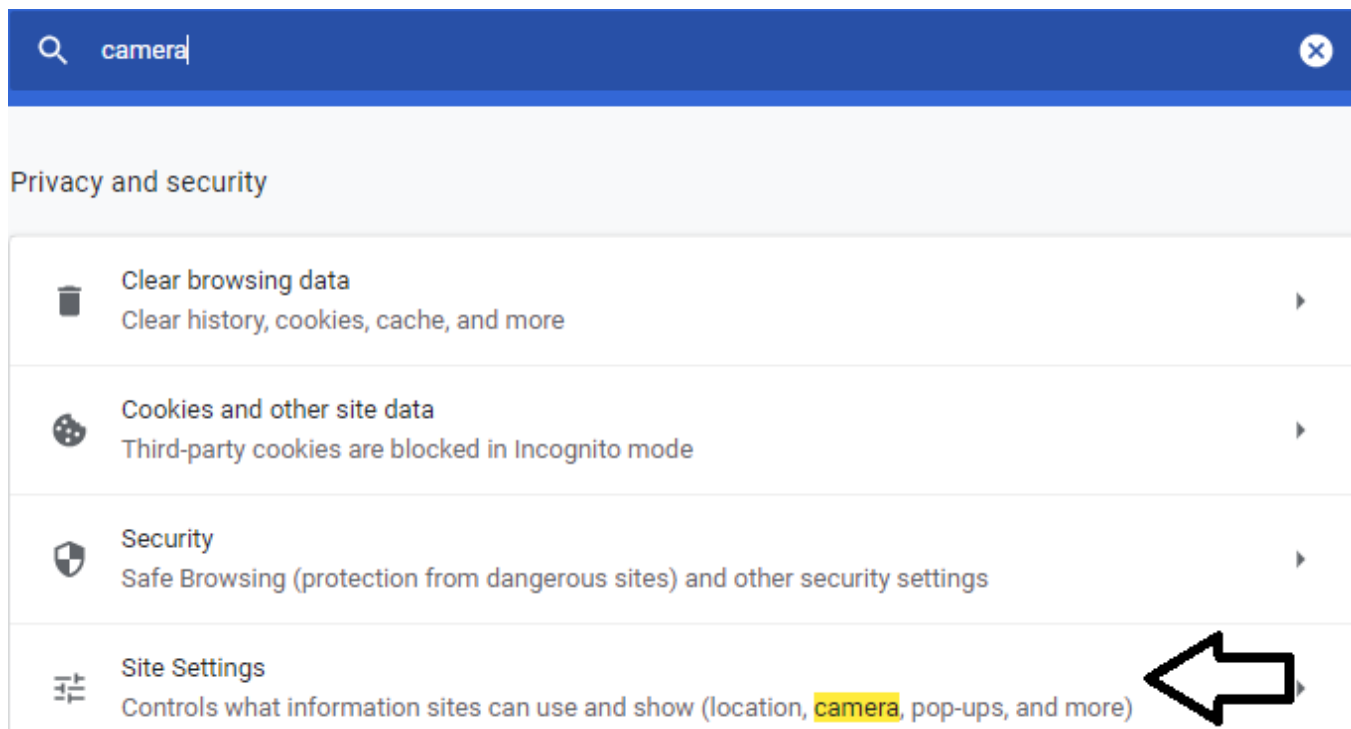


2- Please make sure you are not using a virtual webcam. Please click the [link](#) for watching the solution video or follow the instructions below.

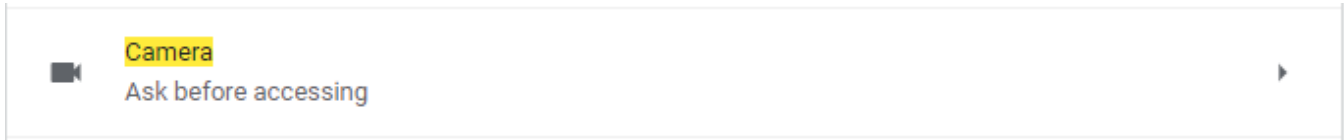
- Click  the Chrome settings icon on the top right-hand corner
- Open "Settings"



- Write "**Camera**" in the search area
- Click "**Site Settings**"



- Click "Camera"



- Select the default option through the camera choices.



Related articles

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