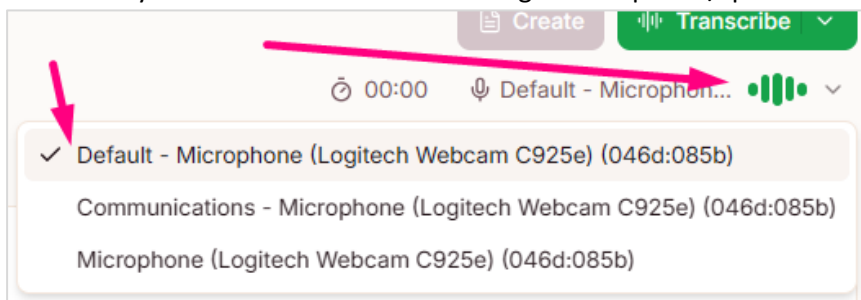


# Heidi AI Scribe – Web Browser Microphone Setup (Chrome or Edge)

## How do I know if my microphone is working?

### ➤ Check Your Microphone

- Make sure your Heidi is connected to the right microphone/speaker

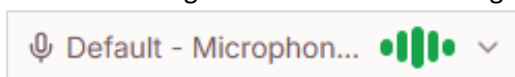


- Check the green microphone indicator bars are moving before you begin. The 5 green bars will fluctuate if there is sufficient sound input. An error message will appear if the microphone is not picking up sound. During the session, keep an eye out for both of these signs (located top right on Heidi screen).
- Complete a mic test with a 20-second session

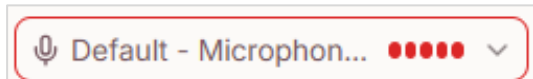
### ➤ Confirm Your Microphone is Active

During your session, make sure Heidi is picking up your voice by watching the green waveform bars in the top right corner.

- Green wavelength bars = audio is working

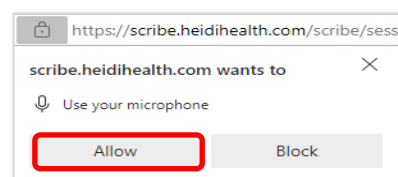


- Red bars or red ring = no audio input detected



### ➤ If you see red bars or ring around the microphone tab, check that:

- The correct microphone input is selected (see above)
- Your device/browser has granted microphone access
  - When prompted upon starting a session in Heidi, click **“Allow”** on the microphone access pop-up
  - You can also manage this in your browser settings:



| Browser | How to Update Microphone Permissions                                                                  |
|---------|-------------------------------------------------------------------------------------------------------|
| Chrome  | Settings > Privacy and Security > Site Settings > Microphone > Add Heidi to the list of allowed sites |
| Edge    | Settings > Cookies and site permissions > Microphone > Add Heidi to the list of allowed sites         |

- You're not connected to another Bluetooth audio device
- Your microphone is not physically muted. Check for a hardware mute button or switch on your device or headset.
- Your microphone works in other applications. Try a voice recording app or video call to confirm the mic is functional outside of Heidi.