

Troubleshooting Rosetta Stone Headset/Mic challenges

The CMP Rosetta Stone site is: cmp.rosettastoneclassroom.com/en

Windows 10 Pro Control Panel Settings

Right click on the Win Start button and click on Control Panel

When the Control Panel window opens, click on 'View By' in the upper right corner and choose 'Small Icons'

Find the icon for Sound and click it to open the Sound Control Panel

You will see a window open with 4 tabs – we want to make sure your computer knows there is a headphone/mic attached.

In the Playback tab: click on the headphones and then the 'Configure' button

- Test the headphones by following the prompts and clicking 'Finish' when done

In the Recording Tab – select the type of Mic you have, is it a headset/mic combo, a single mic etc. Then click the 'Configure' button and click on 'Set Up Microphone'

- Choose the type of mic you have: desktop or headset and click 'Next'
- Follow the prompts to configure and test the mic.

Skip the Sounds Tab

Click on the Communications tab – Make sure you reduce the volume of other sounds by at least 80% and click ok.

Rosetta Stone Settings

Close the Control Panel windows and launch Rosetta Stone

Login and wait for R/S to load

In any area of the screen, right click and then click on 'Settings'

The Adobe Flash Player settings window will open. There are 5 small tabs at the bottom of the window next to the 'Close' button. Click on the second tab



Check the Allow and Remember Buttons

Click on the 'Mic' tab and a message will pop up in the upper right of the R/S screen asking to use your Camera and Mic, click 'Allow'

Close the little window by clicking the 'Close' button

Then immediately right click again, click on Settings and then click on the Mic tab again - your headset/mic should show up in the drop down. Select the correct device and click the 'Close' button.

If, after following these steps, your headset/mic does not show up in the drop down box of the Adobe Flash Settings window that you just configured, repeat all steps including the Control Panel>Sound configuration.

If the headset/mic is still not recognized, please test the headset /mic on a known working computer with sound. If you are still having challenges, assume it's the headset/mic or call Rosetta Stone Support: **877-223-9848**