

## iPad - Sound Not Audible in Fast ForWord Exercises

- **General / Best Practices:**

- Stay on the active exercise session tab. Do not switch to other tabs, apps or the iPad Home screen.
- Plug the headset in (if applicable) before starting a Fast ForWord exercise session. Do not unplug it until the session ends.
- Swipe down from the top-right corner to view the Control Center and make sure that Silent Mode is **off**.
  - If you see a red bell that means silent mode is on. Tap it so that it's white and **off**.



- **From Apple:**

- Clear the browser cache in Safari: go to Settings > Safari, and tap “Clear History and Website Data” - <https://support.apple.com/en-us/HT201265>
- Check for updates: go to Settings > General > Software Update > Download and install if available. You must be on iOS 11.3 or later. - <https://support.apple.com/en-us/HT204204>
- If your microphone isn't picking up, Go to Settings > Safari > Camera & Microphone access must be ON and green. - <https://support.apple.com/en-us/HT203792>