

# How to fix “ATC Is Ignoring Me”



**SayIntentions.AI**

**\*\* To create a consistent testing environment \*\***

**PLEASE**

- **start your simulator**
- **load into an aircraft & airport with your avionics on**
  - **THEN start the SayIntentions Client**

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# What Causes This Problem

## The Usual Culprits:

1. Windows Defender (On by default in Windows 10 / 11)
2. Anti-Malware software (MalwareBytes, BitDefender, etc.)
3. Windows Mic Privacy Settings
4. Power Saving Settings in Windows
5. USB hub / port issues
6. Sound Control Panel Settings

**TEST YOUR MIC BY DOING A RADIO CHECK ON  
118.01 MHz !**



**SayIntentions.AI**

# Windows Defender



**This is the most likely place to start. You will need to create an “exception” in Windows Defender that gives SayIntentions.AI unrestricted access to your microphone.**

1. Go to Windows “System Settings”
2. Go to “Virus & Threat Protection”
3. Under “Virus & Threat Protection” settings, click “Manage Settings”
4. Scroll to the bottom and click “Add or Remove Exclusions”
5. Click “Add an Exclusion”
6. Click “Process”
7. Type: SayIntentionsAI.exe
8. Click “Add”



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# Anti-Malware Software

(MalwareByte, BitDefender, etc.)



These applications are watching for any third-party services that are monitoring the microphone AND sending the data to other servers.

Exceptions need to be added to any anti-malware software you might be running. Also known as “white-lists”.

Google things like: “Malwarebytes whitelist application” for instructions on how to do this with whatever program(s) you are using.

## Possible Workaround – use a “Virtual Audio Cable”

Instead of selecting a microphone as your input device, you can install a “Virtual Audio Cable” on your computer, and use THAT as the input, instead!

The anti-malware software does not see the “Virtual audio cable” as a microphone, and ignores it.. Thus allowing SayIntentions to work properly.

”VB-Cable” is an excellent choice which is free, and easy to install / configure. <https://vb-audio.com/Cable/>

Install the app, link your microphone to the “virtual cable”, and then select the “virtual cable” as your audio input device in the SayIntentionsAI App Settings.



SayIntentions.AI

# Windows Mic Privacy Settings



**Windows will prevent apps from accessing the mic unless they have been explicitly given permission to have control of the microphone, even when the app is running in the background.**

1. Go to Windows “System Settings”
2. Go to “Privacy & Security”
3. At the top, turn “Microphone Access” off, and then on again.
4. Go to SayIntentions.AI and turn it OFF and then ON again.
5. Go to “Let Desktop Apps Access Your Mic”, turn this OFF and then ON again.



**SayIntentions.AI**

# Windows Power Savings Settings



**Windows likes to use power-savings to disable Bluetooth microphones in certain situations.**

## **Disable Bluetooth Power Savings**

1. Press Win+X and go to Device Manager
2. Expand the Bluetooth section
3. Right-click on your Bluetooth mic and click Properties
4. Go to the Power Management tab
5. Uncheck “Allow the computer to turn off this device to save power”.

## **Adjust Power Plan Settings**

1. Press Win+X and go to Power Options
2. Find your current power plan, and click “Change Plan Settings”
3. Click “Change Advanced Power Settings”
4. Expand the “Wireless Adapter Settings”
5. Set “Power Saving Mode” to “Maximum Performance”



# USB Ports and USB Hubs



**Most high-end headsets and mics use a significant amount of power, and require dedicated USB ports and a reasonably large amount of power.**

## **Things to Try:**

- 1. Make sure the headset is plugged in to a USB 3.0 port that's connected directly to the back of your computer. (Do not use a hub).**
- 2. Try different ports (e.g. moving it to a different internal USB bus).**
- 3. Try unplugging non-essential peripherals as a troubleshooting step.**



# Sound Control Panel Settings



**Turning off exclusive control of the headset & microphone has shown in testing to solve the issue of ATC transmissions not being heard**

**(This is working for 3.5mm audio plug and Bluetooth headsets)**

- 1. Right click on the Speaker Icon in the Taskbar**
- 2. Click on Open Sound Settings(Win10) / Sound Settings (Win 11)**
- 3. Choose your Headset and Microphone as the Output and Input Devices**
- 4. Scroll down and click “Sound Control Panel” (Win10) / “More sound settings” (Win11) under Related Settings**
- 5. Under the “Playback” tab choose your headset and right click on “Properties”**
- 6. Under the “Advanced” tab make sure these 2 boxes are NOT CHECKED**
  - Allow applications to take exclusive control of this device**
  - Give exclusive mode applications priority**
  - Click Apply & OK**
- 6. Do the same under the “Recording” tab for your microphone**
  - If you are using a 3.5mm audio plug style microphone and your transmissions are still not being heard you can increase the Microphone Boost under the “Levels” tab up to +30dB**

