Student Sound/Mic Troubleshooting

Troubleshooting "No Sound"

NOTE: It is good practice and recommended to Restart (not Shut Down but Restart) your laptop AT LEAST once a week. This allows Windows Updates and other updates and installations to complete and flush anything else the computer needs to. This is the first thing that should be tried when troubleshooting as this will resolves many issues on its own.

NOTE: If using wired headphones, make sure that they work on another device and the cable is fully inserted into the jack. If they are not fully inserted, it may result in intermittent audio, only one headphone working or no sound at all.

Step 1: Check the volume. Click on the 🔊 in the taskbar (lower right of screen)

Step 2: If the volume is low or muted, move the slider towards the right to raise the volume or to unmute.

Step 3: While still in the volume menu, make sure the correct device is selected. You may see ⌃, if so, click on it.

Step 4: In most cases, the computer speakers are labeled "Speakers" and headphones will be "Headphones". Select the device you are trying to use.

NOTE: Some devices may have only one option for both speakers and headphones and labeled as such "Speakers/Headphones".

Step 5: Try adjusting the volume of the laptop by clicking on the slide bar. The computer will play a tone every time you click on this bar. If you hear this sound, try playing a video online. If not skip to Step 7.

Step 6: Most videos also have their own volume control separate from the Windows sound control. Make sure the volume for the video is also raised. If you hear sound from the video, you should be all set. If not, continue onto the next step.

Step 7: Right click on 🔊 and select Open Volume mixer

Step 8: If you see 🔇 under any device or application, then that app is muted. Click 🔇 to unmute

Step 9: Once all devices and applications have been unmuted, try playing a video again. If there is still no audio, continue to the next step

Step 10: Right click on 🔊 and select Troubleshoot sound problems

Step 11: Click → Yes, Open Audio Enhancements and close that Window when it opens

Step 12: Click → Play test sounds

Help me choose the best audio driver

Step 13: Listen for any sounds. Click → I didn't hear anything if you didn't hear anything. (If you did, you are
Try reinstalling current driver
all done and can close the troubleshooter.)

Step 14: The computer will reinstall or roll back the audio driver. This may take a few minutes and then it may prompt you to restart.

Step 15: Click Restart Later and it should play some test sounds for you again.

Step 16: Usually, the sound should work at this point. If not restart the computer and test the audio by playing a video.

Step 17: If you still do not hear anything, the computer may have an issue that requires repair.

Audio/Mic Settings in Microsoft Teams

If you are experiencing issues with audio or the microphone in Teams, here are some things for you to check.

Step 1: Check your microphone setting to see if you are muted. While in a meeting, move your cursor and `03:57 🎥 🎤 ⬆ ••• 💬 👥 📞` will appear towards the bottom of the window.

🎤 Microphone is enabled
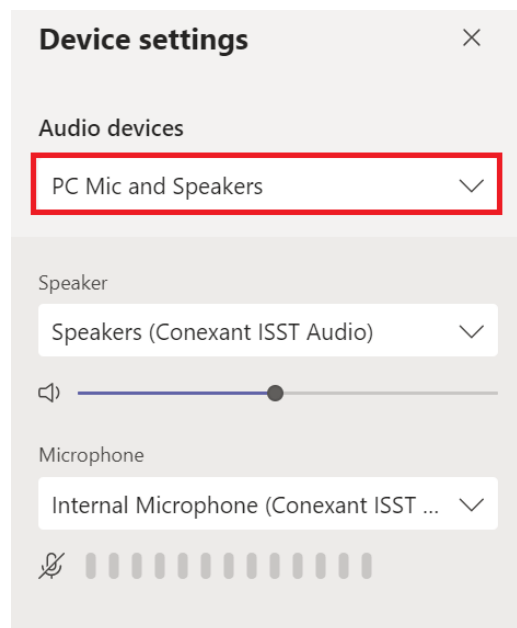
🎤 Microphone is muted

••• More actions (settings)

Step 2: If you see 🎤 , click on it once to enable the microphone (unmute) and you should see 🎤

Step 3: Try speaking into the microphone to see if it is working. If it is not, continue on.

Step 4: Select ••• and then ⚙ Show device settings

Step 5: A window will slide open from the right that looks like this:

Step 6: Make sure the correct device in selected in the drop down (pictured above in red) especially if using headphones.

NOTE: You can also adjust the volume of the speakers in this window using the slider under "Speakers" (pictured above).

Step 7: After verifying all settings are correct, try speaking to test the microphone. If the microphone can hear you, you should see the bar fill up like this: 🎤 ▐▐▐▐▐▐▐▐▐▐▐▐▐▐

If the microphone is not functioning after trying all these steps, try using a headset, a set of headphones that have a microphone or an external microphone. If this fails as well, it is likely that the computer may need to be replaced/repaired.

Audio/Mic Settings in Zoom

If you are having issues not being able to hear anyone or if they cannot hear you, here are some steps to try.

Step 1: When joining a meeting, be sure "Do not connect to audio" (pictured below) is NOT checked.
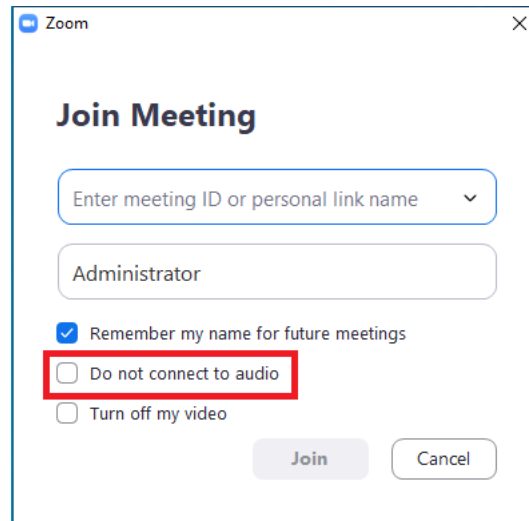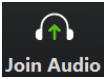
Step 2: Once you enter the information for the meeting and you are allowed to join, you will be asked if you want to "Join with Computer Audio" (pictured below). You can also select "Test Speaker and Microphone" before joining the meeting. Select "Join with Computer Audio".
NOTE: You can also check the box at the bottom of the windows (highlighted in red in the picture below) to automatically connect with audio when joining future meetings.
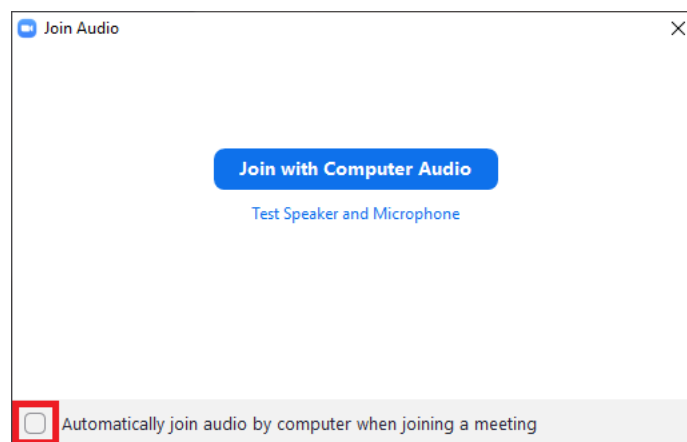
Step 3: You should now be in the meeting with audio and can confirm this if you see in the bottom left of the Zoom window. Your audio and microphone should now work. If not, continue on.
NOTE: If you see , click on it to unmute your microphone.

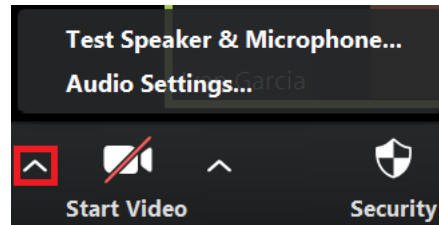**Step 4:** If you joined the meeting and you see , you can click on the icon and go back to **Step 2**, or click on the carat (highlighted in red in the picture below) and select either "Test Speaker & Microphone…" or "Audio Settings"

If you selected "Test Speaker & Microphone…" go to **Step 5a**
If you selected "Audio Settings", go to **Step 5b**

Step 5a: If you selected "**Test Speaker & Microphone…**", the computer will play some test sounds (pictured below). Verify you have the correct output device selected (highlighted in red) and select "Yes" if you heard the tone or "No" if you didn't.
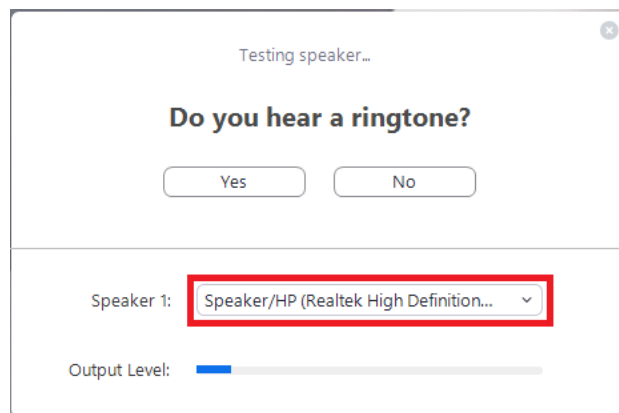
Next, the computer will test your microphone (pictured below). As before, make sure the correct device is selected (highlighted in red). Now speak into the microphone and the computer will play back what it heard. If you heard what you said played back to you, select "Yes". If not, select "No". **NOTE:** If the microphone can hear you, the "Input Level" bar will fill with blue as seen below.
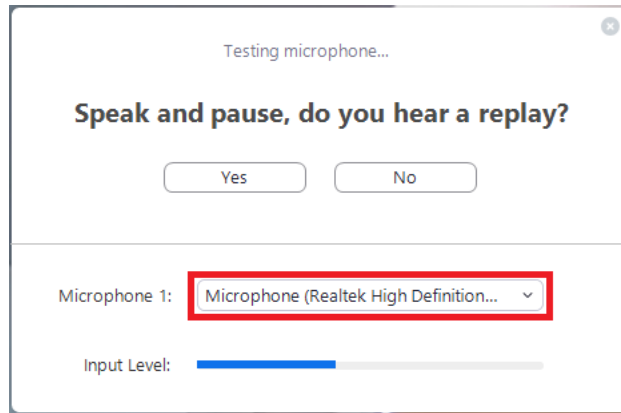
If you selected "Yes" you are done testing. If you selected "No" Zoom will look for another microphone to use. It will repeat the test with any microphones it finds. Once it cannot find any other microphones to test, you will get the window pictured below. At this point, you can "Test Again" or close the Windows as "Join Audio by Phone" is not an available option since it requires Licensing in order to use.
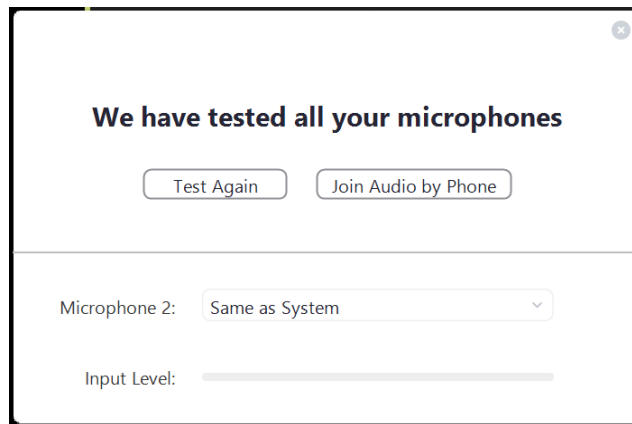
If you have made it to this step, it is likely that you will have to use a headset, headphone with microphone, an external microphone, another device like a phone/tablet or another computer.

Step 5b: If you selected "Audio Settings" you should see a window like the one pictured below.

Settings

General
Video
Audio
Share Screen
Chat
Virtual Background
Recording
Profile
Statistics
Keyboard Shortcuts
Accessibility

Speaker   Test Speaker   Speakers (Conexant ISST Audio)

Output Level:

Volume:
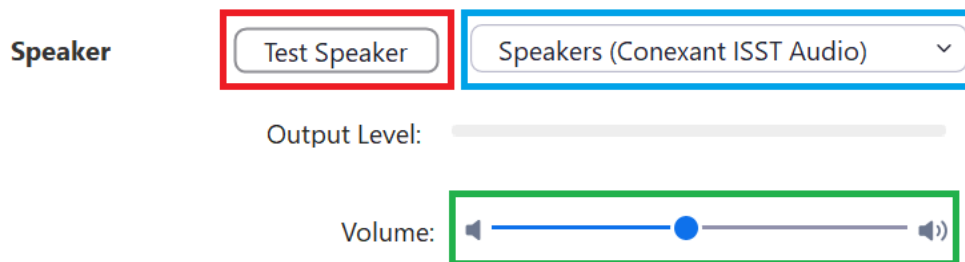
Microphone   Test Mic   Internal Microphone (Conexant IS...)

Input Level:

Volume:

☑ Automatically adjust volume

☐ Use separate audio device to play ringtone simultaneously

☑ Automatically join audio by computer when joining a meeting
☐ Mute my microphone when joining a meeting
☑ Press and hold SPACE key to temporarily unmute yourself
☑ Sync buttons on headset

Advanced

Verify that the correct output device is selected (highlighted in blue). Selecting "Test Speaker" (highlighted in red below) will play audio in a loop. You can adjust the volume level (highlighted in green below).

Speaker   Test Speaker   Speakers (Conexant ISST Audio)

Output Level:

Volume:

Verify the correct microphone is selected (pictured below, highlighted in blue). It is recommended to have "Automatically adjust volume" checked (highlighted in green). You can also adjust the volume of the microphone (also highlighted in green). Selecting "Test Mic" (highlighted in red) will have the microphone record and then play back any sounds it just recorded.

Microphone Test Mic Internal Microphone (Conexant IS... ⌄

Input Level: ▰▰▰▰▰▰▱▱▱▱▱▱▱▱

Volume: 🔈 ●───────────────● 🔊
☑ Automatically adjust volume
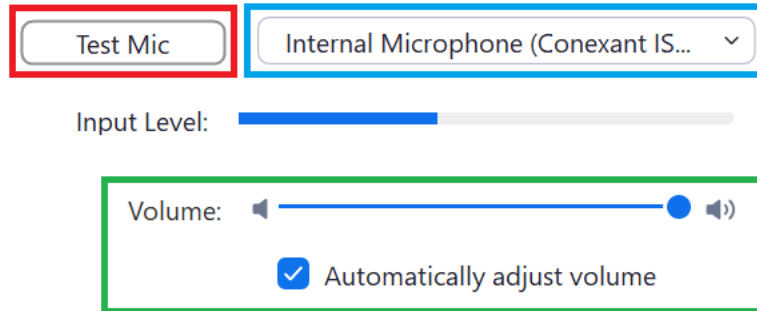
Verify that the settings match those pictured below.

☐ Use separate audio device to play ringtone simultaneously

☑ Automatically join audio by computer when joining a meeting

☐ Mute my microphone when joining a meeting

☐ Press and hold SPACE key to temporarily unmute yourself

☑ Sync buttons on headset

If you have made it to this step, it is likely that you will have to use a headset, headphone with microphone, an external microphone, or another device like a phone/tablet or another computer.