

Have you ever experienced audio issues in the classroom? The following audio troubleshooting steps may help! It is best practice to connect your laptop to the AV system using the sequence listed above. This will alleviate most audio issues within a classroom. If your audio is still not working here are some troubleshooting steps you can take:

Step 1) Play an audio file. If you hear audio, the proper playback device is already active. If you do not hear audio, check the volume on the application playing the file. Make sure the slider is all the way up. Next, adjust the volume of your laptop. Finally adjust the volume of the AV system. If after checking all of these variables you still do not hear audio, move on to Step 2.

Step 2) On your laptop right click the speaker symbol in the Taskbar by the clock. Select Playback devices. In this window you will see the sound properties of your laptop and what audio playback devices are available. There are normally 2-4 options depending on what AV equipment you are connected to. To make sure none of the playback devices are hidden, right click the white area of the window and make sure the “Show Disabled Devices” and “Show Disconnected Devices” boxes are checked. If your audio file is playing you should see the green meters bouncing to the right of the active playback device. Once you have identified the active playback device, move on to Step 3.





Step 3), Right click the active playback device and select “Set as Default Device.” This will activate the appropriate playback device and allow audio to pass out of your laptop to the AV system. To adjust the playback volume use the instructions in Step 1. Also, please take note of the playback device settings as they may need to be changed again when you connect to a different display or AV system.

