

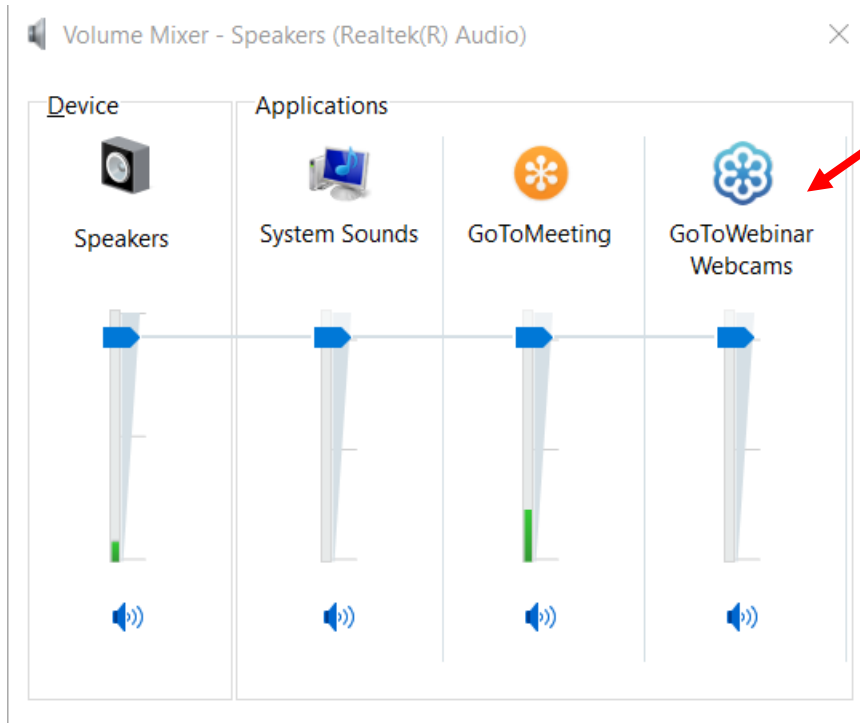
IPEIA Webinar Audio Troubleshooting

Can't hear the video presentation? Please try the following troubleshooting:

1. Right click on your speaker icon on bottom right of toolbar:



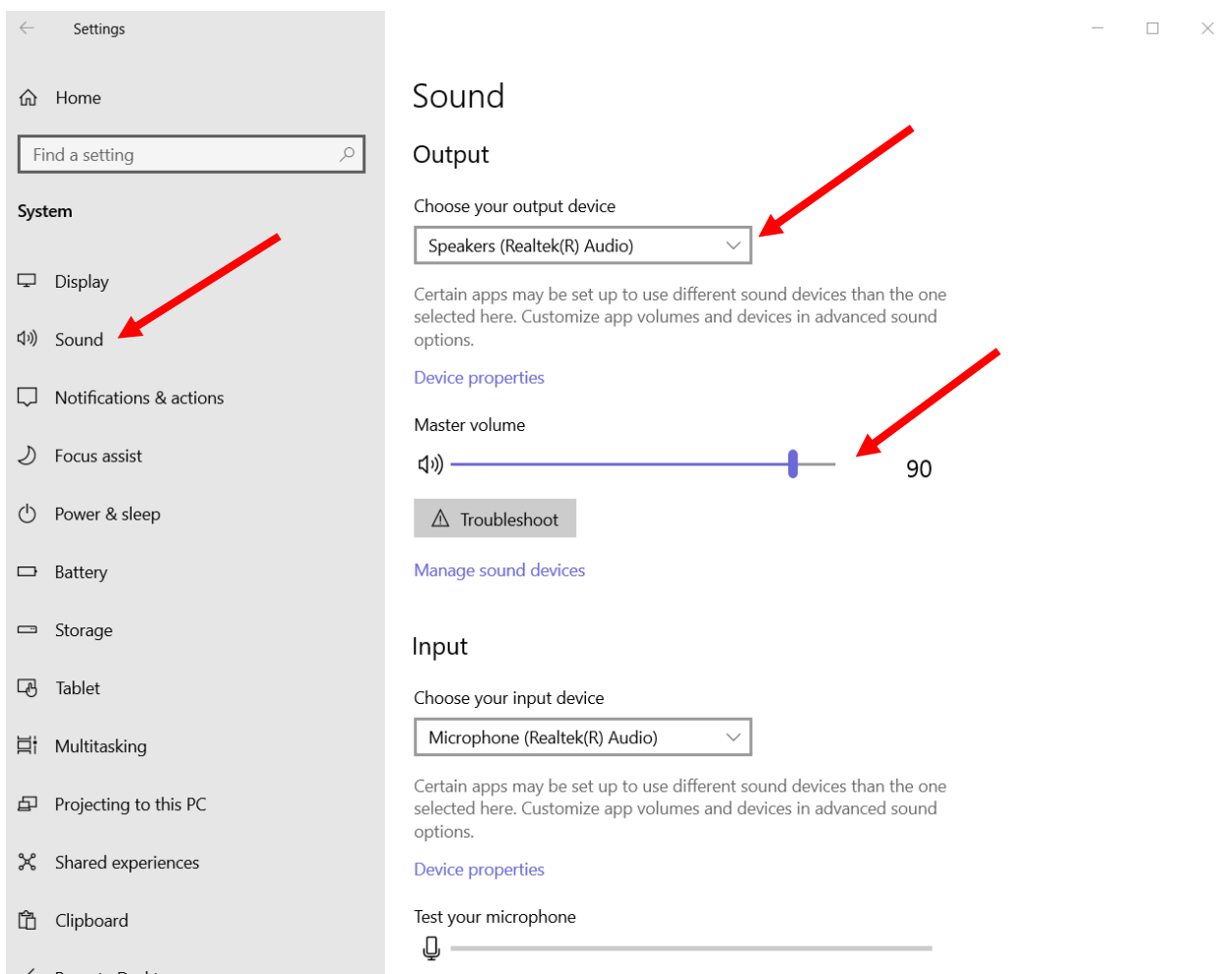
2. Click on volume mixer there you can try to troubleshoot which app needs to be unmuted:



1. Go to your settings icon on your computer:



2. Choose your output device to your computer speakers and make sure your master volume is up:



Settings

Home

Find a setting

System

- Display
- Sound
- Notifications & actions
- Focus assist
- Power & sleep
- Battery
- Storage
- Tablet
- Multitasking
- Projecting to this PC
- Shared experiences
- Clipboard

Sound

Output

Choose your output device

Speakers (Realtek(R) Audio)

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Master volume

90

[Troubleshoot](#)

[Manage sound devices](#)

Input

Choose your input device

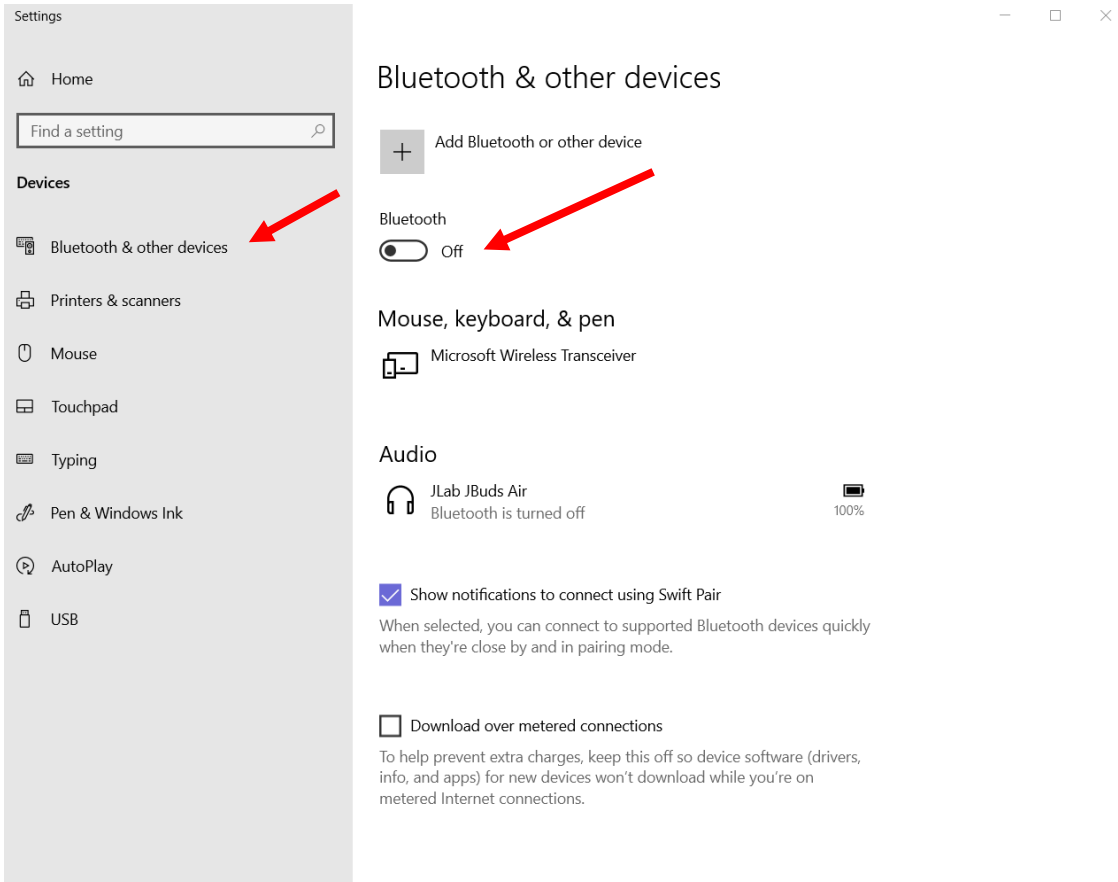
Microphone (Realtek(R) Audio)

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Test your microphone

1. Make sure you have your blue tooth turned off and that other Bluetooth headphones or devices are not picking up:



Settings

Home

Find a setting

Devices

- Bluetooth & other devices
- Printers & scanners
- Mouse
- Touchpad
- Typing
- Pen & Windows Ink
- AutoPlay
- USB

Bluetooth & other devices

+ Add Bluetooth or other device

Bluetooth **Off**

Mouse, keyboard, & pen

Microsoft Wireless Transceiver

Audio

JLab JBuds Air **Bluetooth is turned off** 100%

Show notifications to connect using Swift Pair
When selected, you can connect to supported Bluetooth devices quickly when they're close by and in pairing mode.

Download over metered connections
To help prevent extra charges, keep this off so device software (drivers, info, and apps) for new devices won't download while you're on metered Internet connections.