

# Technology Tidbits

## Troubleshooting Audio Issues



Please save!

(Do this on any PC; estimated time: < 5 minutes to adjust settings)

### **Problem:**

"I can't hear anything—either through the speakers or headphones!"

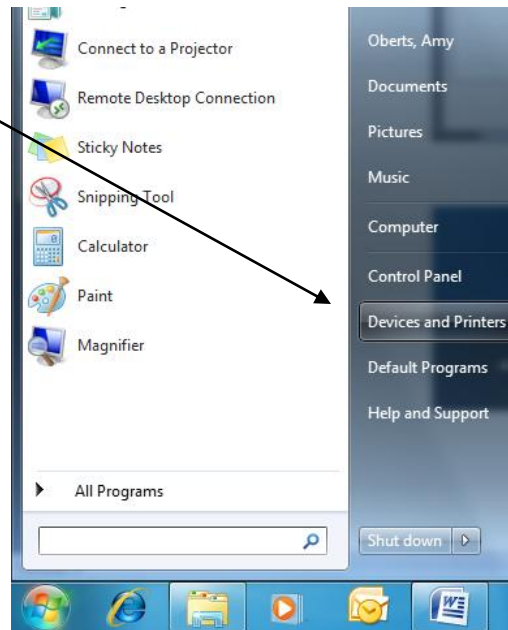
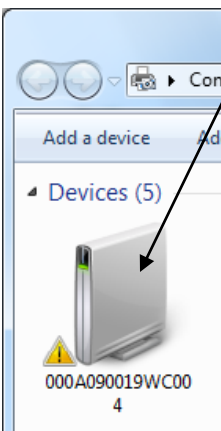
### **Solutions:**

1. Has the knob on the **right-hand** side of the monitor been turned on? A bright white or bluish light should appear below the word "DELL" on your monitor's speaker if the knob has been fully turned.
2. Has a power pack been connected to your monitor's audio cord? If you do not see a power pack, please email **Amy** or stop by the L.M.C. office to pick up a spare.

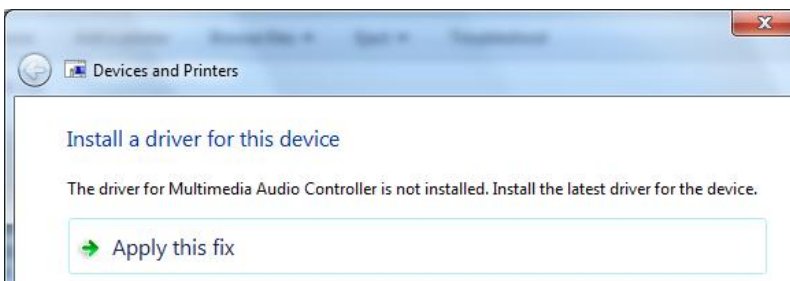
3. Is the green-tipped wire is connected in the back of your Dell's tower?
4. Do you see a small "X" located in the bottom-right corner of your desktop? If so, please follow these steps:



- a. Click the Office **start** button >  
Click Devices and Printers within the right column.
- b. Look for the icon of a computer tower with a small, yellow triangle and explanation point; right click on this icon:



- c. Click the word "**Troubleshoot**" near the bottom of the right click menu.
- d. A window will appear that says, "Install a driver for this device."  
Click on the words "Apply this fix;" wait for the installation and then click "Close."



The new icon in the bottom-right corner confirms the audio has been repaired.

