

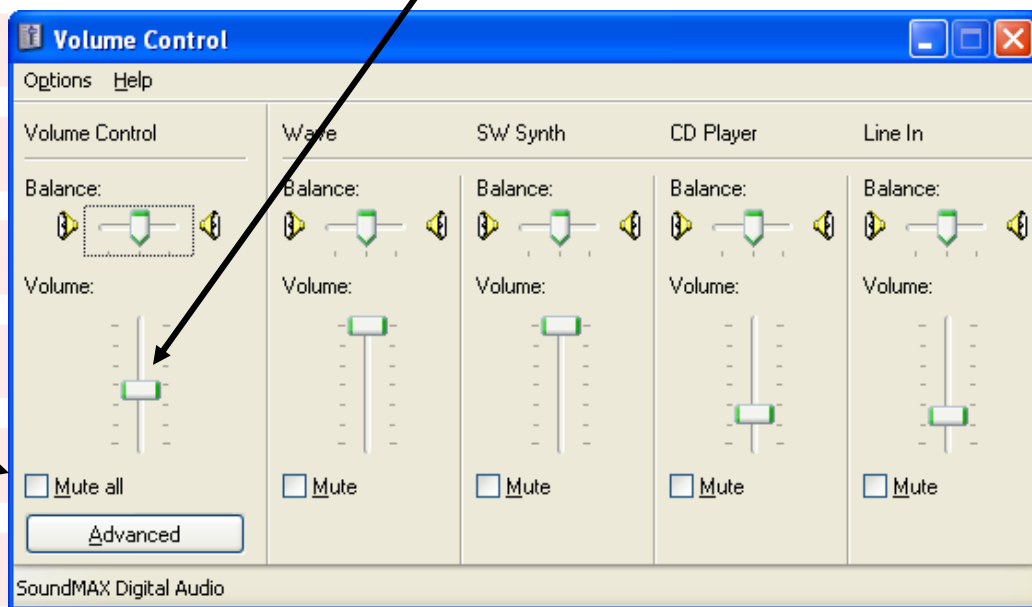
# Read 180: Volume Control Trouble-Shooting

## HEADPHONES / MICROPHONES AND VOLUME CONTROL SETTINGS (Students can be instructed on trouble-shooting volume issues.)

- Make sure all connections are secure
- Restart the computer

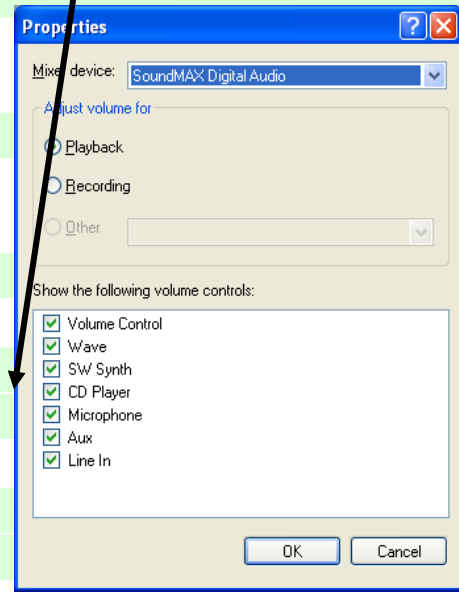
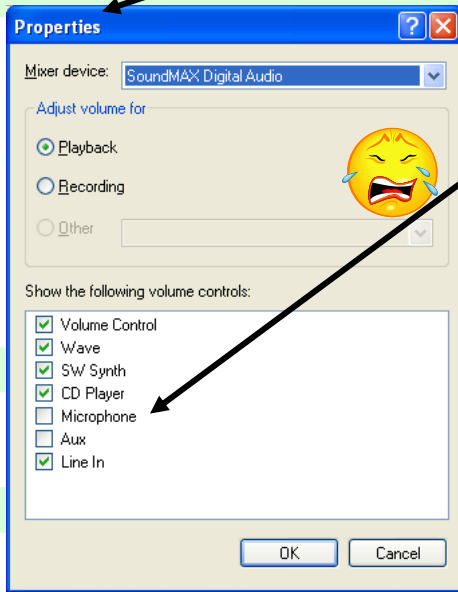
If restarting the computer does not result in resolve the problem with sound and recording, follow the trouble-shooting directions below:

- Make sure *Mute* is off
  - Left click once on lower right *Volume Control* (the speaker icon). Uncheck *Mute*
  - Confirm that *Volume* is set at an appropriate level
- Confirm that *Microphone Properties* are set correctly
  - Double-click on the *Volume Control*

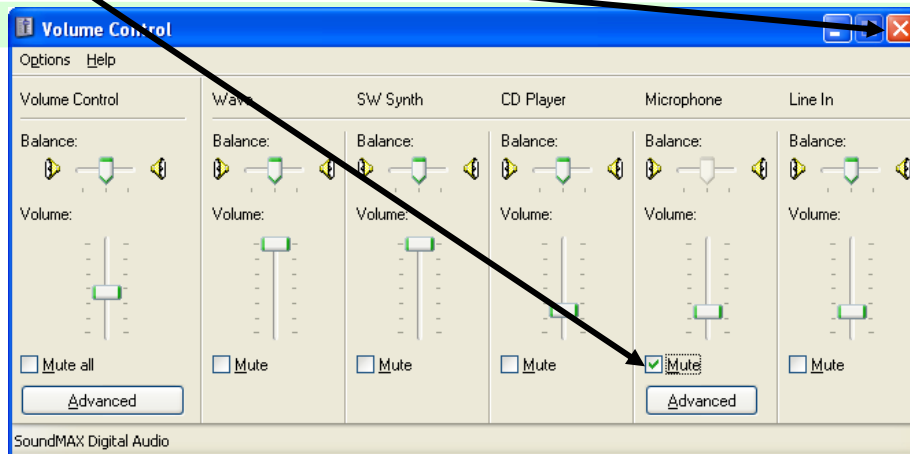


(Directions continue on next page.)

- Go to *Options* and select *Properties*. Make sure that *Microphone* is selected and click *OK*.



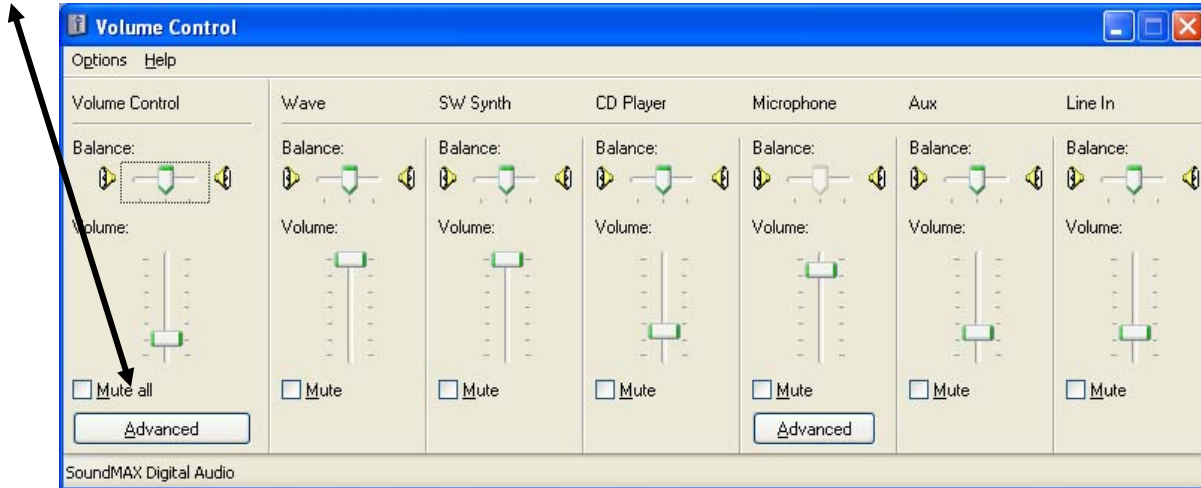
- Deselect *Mute*. Close the *Volume Control* window.



- Click on the *Advance* button to make sure that the *Mic Boost* is selected.
- Email HelpDesk if the student is still unable to record.

# TROUBLE-SHOOTING FOR THE USB HEADPHONES

- If you are using a USB headphone and sound is coming from the computer and not the headphone (or sound is on both), double-click on the *Volume Control* icon and then the *Advanced* button in the lower left of the dialog box.



- Select *1 Digital Output*. Then click on the *Close* button.

