Troubleshoot Audio Output in an LTS Classroom

If the computer’s audio isn’t coming out from the room speakers, follow the instructions below to check the configuration of the PC. (Click on the images to enlarge them)

1. **Right-click** on the **speaker icon** in the lower right tool bar.

2. **Left-click** on ‘Playback Devices’.

3. **Right-click** on ‘Speaker/Headphone’, then **left-click** on ‘Test’.

4. You should see a green audio level on the right side of the window corresponding with the selected output.

If the system audio is being fed to the ‘**PC Speakers / Headphones**’ output, you will hear audio from the room sound system. There should be a green check next to the **Speaker/Headphone** icon to show they are set as default. If no audio is heard, continue to the next step.
5. **Right-click** on the digital audio entry, (either “HDMI” or “Crestron 420”), and then **left-click** on ‘Enable’.

   If the ‘Enable’ option is grayed-out, this selection is already enabled.

6. **Right-click** on the digital audio source, either “HDMI” or “Crestron 420”, and then **left-click** on ‘Test’.

7. You should see a green audio level on the right-hand side of the window.

   If the system audio is being fed from the PC HDMI cable you will hear audio in the room sound system.
8. Right-click the digital audio entry, either "HDMI" or "Crestron 420", and then left-click on 'Set as Default'