

Sound Problems – Collaborate

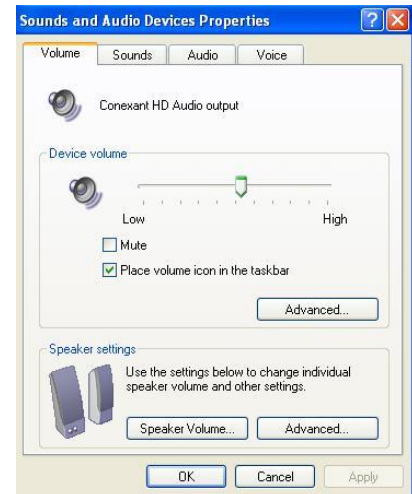
There are two components of sound – recording and playback.

To trouble shoot, firstly you need to test if your machine can playback sound. By using the sample music under *My Documents/my music/sample music*, and being able to play one of these test pieces, you can establish if sound can be heard from your computer.

If sound can be heard, move onto *Testing Recording*.

If there is no sound:

- It may mean that the computer has no inbuilt speakers and you may need to plug a pair of speakers/earphones into the earphone connection, to be able to hear; or,
- The connection you are using is not working and you need to check if another connection is available on the front/back of the machine.
- Some speakers need to be powered up to work, ensure they have power.
- Ensure that the mute is not set on the sound settings by clicking *Start*
→ *Control Panel* → *Sounds and audio device*
→ *Volume Tab*
- That the correct sound device is listed in the audio listing.
Start → *Control Panel* → *Sounds and audio device* → *Audio Tab*



Testing Recording

You need to test the recording/sound and to do this you need to go to:

Start → *Control Panel* → *Sounds and audio device* → *Voice Tab*

You must have the microphone connected to the computer and turned on.

Click *Test Hardware* → *Next*, wait until the machine has done it's diagnostics and then click *Next*.

The first test is the recording and the bar should just stay in the green as much as possible.

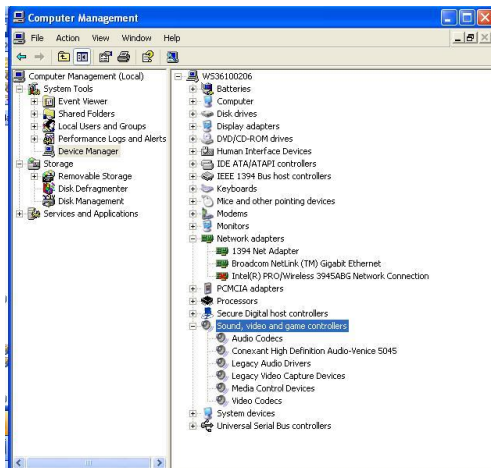
Click *Next* and the recording/playback is tested. You can hear the result what is recorded as you speak.

Normally if the last bit works then you should have no problems recording. Always check that you have selected the correct device is chosen through the recording application you are using.



If the above tests fails it may be a corrupt device driver problem.

To correct this go to *Start* → *My Computer* - right click on *My Computer* and from drop down menu choose *Manage*.



Choose *Device Manager*.

Click on *Sound, video and game controllers*.

Find the *Sound* application that is the default in the previous exercise of testing.

Right click and uninstall this device.

Reboot your machine and the device should be re-installed.

Carry out the sound test again, to see if the problem has been rectified.

