



Clinton Community School District

112 Milwaukee Rd. Clinton WI 53525
608-676-0998 | 608-676-4444

Dr. Jim Brewer
District Administrator
Sarah Duncan
Business Manager
Bryan Erskine
Director of Technology

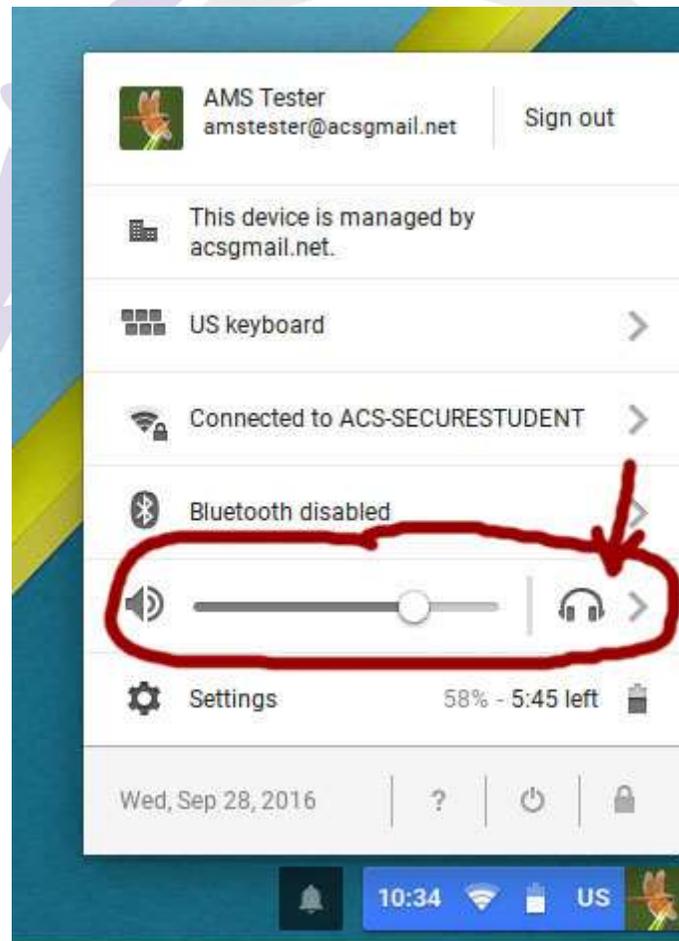
Troubleshooting Audio Issues

The first thing you want to check is whether or not the sound is muted.

I know this sounds trivial but a Chromebook actually has two DIFFERENT areas to mute. Headphones and Speakers. You can only see if Headphones are muted when the Headphones are plugged in. When you click on the Clock area of the Chromebook in the Pop-up Menu if headphones are plugged in you will see a small headphones icon. If you unplug the headphones you will see a small speaker.

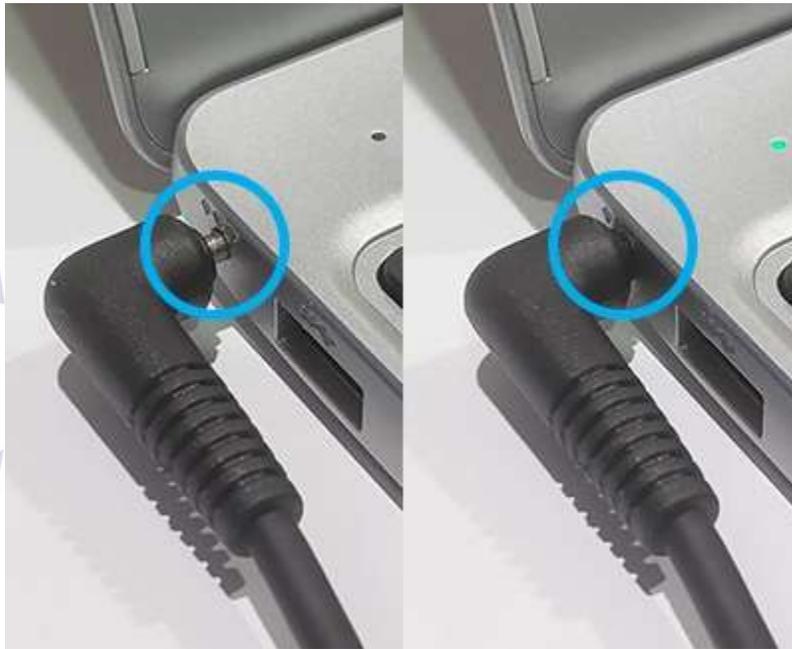
A student can mute their headphones and then not get sound but unplug the headphones and the audio will come out the speaker because the speaker was not muted.

Simply plug in the headphones and check to see if they are muted.



If your headphones are not muted and you are still having issues the next step to try is to unplug the headphones and look to make sure there is no debris in the headphone jack. Blow it out if necessary. Any debris inside the jack will cause

the connection to not be secure and will not allow the transfer of current. If clear of debris plug the head phones back into the jack and ensure a nice snug connection.



If after trying these the final step to troubleshooting an overall audio issue would be to try a different pair of headphones. Nearly 75% of tickets we get regarding sound issues are due to headphones that are no longer working properly. Cheap headphones do not last long and will quickly degrade with more usage. There is nothing that can be done about this so trying another set of headphones (ones that are known to be working or brand new) can quickly tell you if the headphones themselves are the issue.

If your Audio issues are within Google Meets there is one final Step to troubleshooting Audio issues.

Google is a cloud based application and likes to save your settings. Switching between devices such as a phone, another computer, or any other device can cause the Chromebook to look for that other devices audio equipment which simply does not exist. With that sometimes you need to force the Chromebook to pick up the local microphone and speakers/headphones.

To do this click on the three dots in the lower right hand corner of you Google Meet and then select Settings

In the Pop-up Window simply use the drop down arrows to change the microphone and/or speakers. You may want to select one and try it, if it does not work and you had another selection go back and try the next selection. Also don't forget to toggle back and forth between the Audio and Video on the left.

