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TO: UAN Users
FROM: UAN Support
DATE: October 14, 2014
SUBJECT: Sound Check Quick Tips

In the beginning minutes of each webinar UAN Support receives one or two calls from clients that are having issues hearing the session which we know is very frustrating for you. The issue is almost always a setting on your computer. If you are confident of your sound settings because you have listened to previous webinars, listened to a music CD on your computer or even watched a video on the internet from sites like CNN or YouTube then you can disregard this sound check. For those that haven't used your computer for these types of activities before then this document will give you confidence that your computer settings are correct. We wrote this based on the UAN computers but the advice can be applied to any computer.

This memo is designed to diagnose and resolve issues with computer's sound output. If no sound is being produced or the level of sound is too low, the instructions below provide detailed steps to assist you.

Sound Test:

Please insert an audio CD into your drive so that you will be able to confirm that sound is or isn't playing. If you cannot locate an audio CD, the following instructions will point you to a video file (*with sound*) that is already on your computer.

1. Click on the Windows Start Button.
2. In the Search box, type 'Wildlife', you will then see a Wildlife file located under Videos.
3. Double click on the Wildlife.wmv file.
4. The Wildlife video will load, and play automatically with sound.

Alternative method to accessing the Wildlife.wmv file:

1. Click on the Windows Start Button
2. Click on Documents
3. From the Libraries folder select Videos
4. Double click on Sample Videos folder
5. Double click on the Wildlife.wmv file

If there is no sound and/or the volume is not at your desired level, please perform the following hardware and volume check procedures:

Hardware Check:

OptiPlex 9010 (DESKTOP):

Ensure that the speaker is powered on. If the speaker is powered on, you should see a white or blue light in the middle of the speaker as seen in exhibit A.

Exhibit A:



If the light is not on, make sure that the speaker bar is plugged into a power source and that the Volume Knob is turned to the “on” position. The speaker bar’s volume knob will take priority over any other software volume setting. Please make sure that the volume knob is at least half way turned so that audio can be heard. If the light does not appear after turning knob, then verify that the speaker bar is connected to a power source. Note: For those who have used the older Dell systems before the most recent hardware refresh, please be aware that the older model speaker bar used an AC adapter that plugged into a power outlet while on the latest Dell system the speaker bar has a power cable that plugs into the monitor instead.

Next, ensure that the audio cable is plugged into the correct port on the PC. There should be a green audio cable from the speaker bar that connects to the green port on the back of the PC as shown in exhibit B.

Exhibit B:



Latitude E6530 (LAPTOP):

Verify that the laptop's sound has not been set to mute. If the laptop's sound is set to mute, the speaker icon located at the bottom right hand corner of the desktop will have red circle with a line cross through it as shown in exhibit C.

Exhibit C:



To unmute the laptop's sound, push down on laptop's audio button. Exhibit D shows the location of the audio button. After the audio button has been pushed down, the speaker icon will not have the red circle with a line crossed through it.

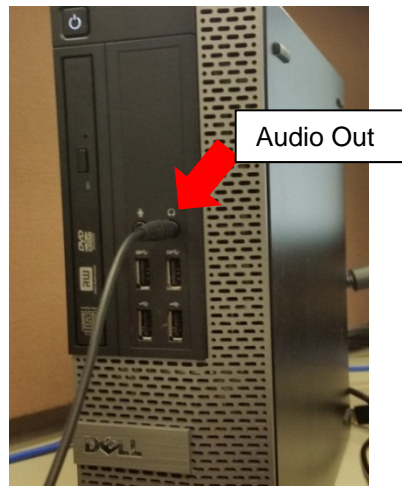
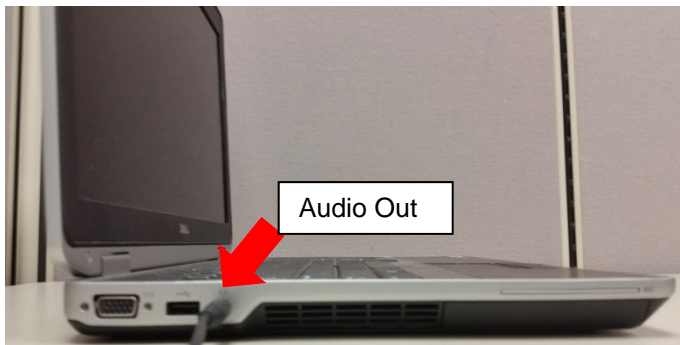
Exhibit D:



Headphone/ Ear bud Option:

Insert the headphone/ear bud jack into the laptop or desktop audio out port as shown in exhibit E.

Exhibit E:



Volume Check:

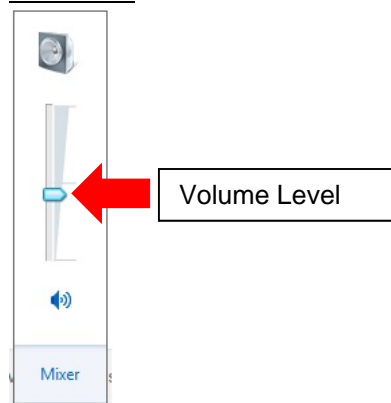
After the speaker or headphone/ear buds are set up correctly, you will need to check the Windows Audio Settings. To do this, click on the audio button in the Window's notification area (*the bottom right hand corner of the Window's taskbar - by the time/date*) as shown in exhibit F.

Exhibit F:



After clicking on the audio button, you will see your computer's current volume setting as shown in exhibit G.

Exhibit G:



To adjust the volume, drag the volume level indicator up or down to increase or decrease the volume (*this is done by left clicking and holding down the mouse button and moving the mouse up/down*). Once you have found a comfortable volume, left click any empty area of the window's desktop screen and the volume indicator will disappear from view.

Finally, please replay your audio CD or the Wildlife.wmv file to ensure that sound playback is working properly and at the desired level.