

Fix playback/recording device

Win Vista

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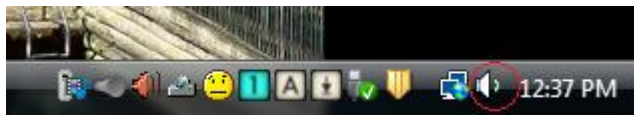
Quick fixes

Before logging into the computer, *plug-in* any headset or device that you want to use. Plugging equipment before logging-in solves most issues as the computer automatically recognizes what is already connected.

If, however, you've tried the above and you cannot hear sound out of your headset nor record out of your mic, please follow the steps outline below:

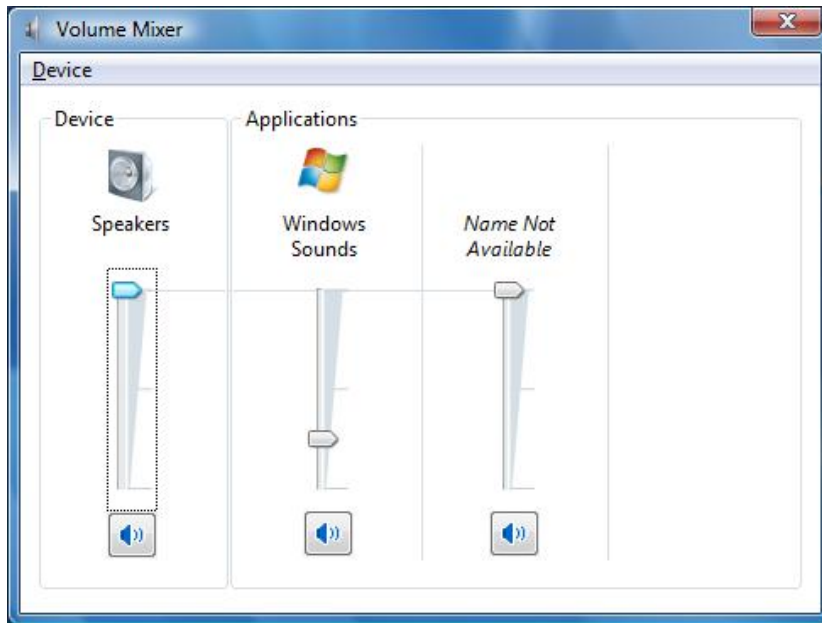
Check overall volume settings

Double-click the speaker icon in the System Tray (bottom right near the time display)



Be sure the *Speakers* and whatever program you are using have the volume turned up. Underneath the volume slider, there is a blue speaker with "volume" waves. If it has a red "no" symbol, click the button to

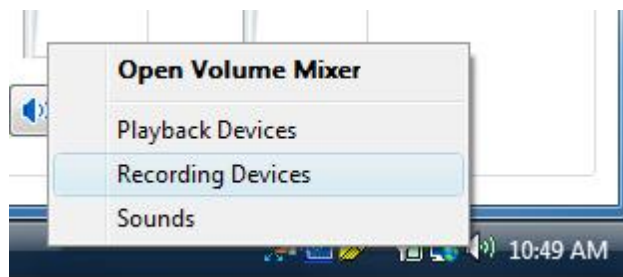
unmute the speakers.



It is OK to turn down "Windows Sounds" – these are beeps and dings that Vista makes.

Troubleshooting Playback or Recording

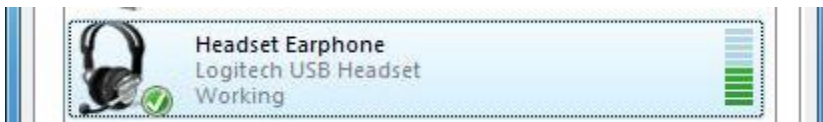
Right-click the speaker icon in the System Tray (bottom right near time display):



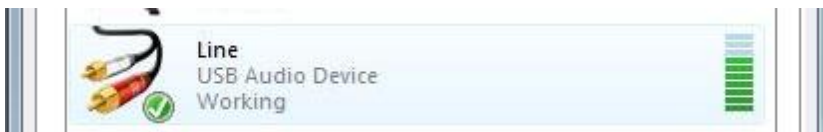
Any of the three circled options will open the same "Sound" popup window:



If the speakers were working properly, you would see green lines at the right rising and falling as you play sound. Both the sound and the colored lines should happen simultaneously:



If a recording device is working, you will see the lines at the right rising and falling as you make sound. Both your sounds and the colored lines should happen nearly simultaneously:



If you cannot see your device (wireless head-seat, mic, etc.)

Find a device

Right-click on a blank area inside the “Sound” popup window. Select **Show Disabled Devices** if it is unchecked. More devices will then appear if any were missing

Enable a device

Once all devices are visible, right-click any greyed-out device and select **Enable** from the menu

Which device should I choose?

Playback

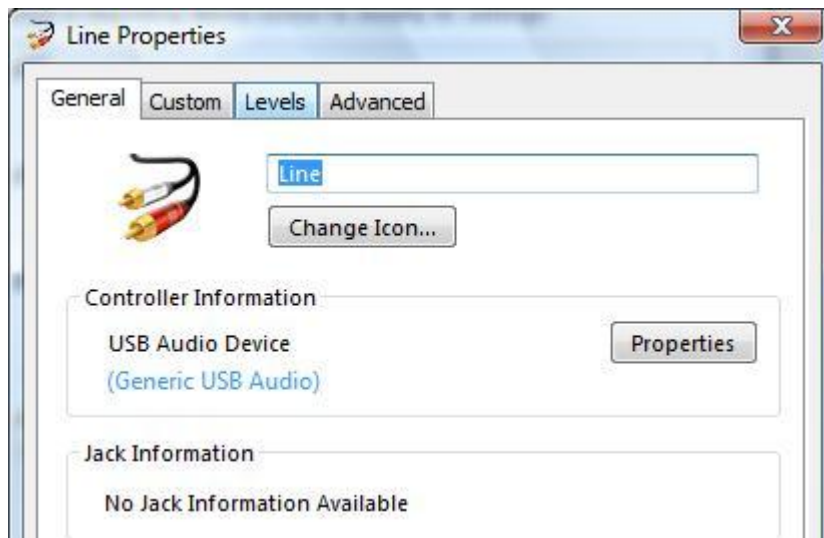
- **“Speakers”** are the built-in computer speakers, or 1- or 2- prong headsets that plug into the colored round mic/headset jacks.
- **“Headset earphone”** are the plug-in USB headphones your instructor may provide. These provide a better sound quality in a classroom setting.

Recording

- **“Line”** is the microphone on the video camera above your screen. This is a fine recording device for sample purposes.
 - **“Headset microphone”** is the head-set microphone your instructor may provide. These provide better sound quality for submitted assignments.
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Adjust recording/playback device

To open the “Properties” window first (1) enable the device (see above)



(2) Select the device from the list shown in the “Sound” pop-up window and then (3) click the **Properties** button

If you make any changes within the “Properties” window, hit the **Apply** button before changing tabs. When done with the “Properties” window, click the **OK** button.

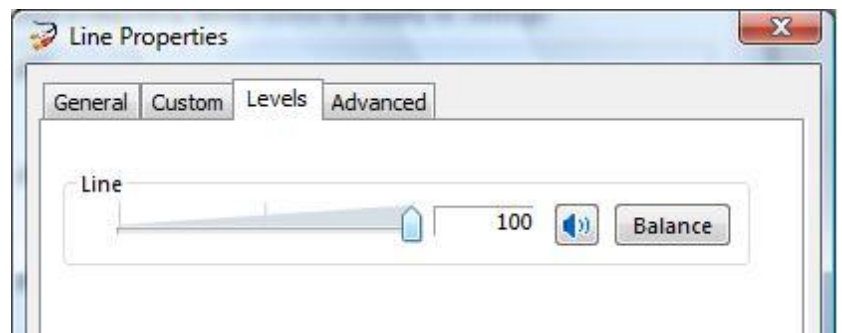


On the **General** tab for any device you are trying to use, be sure that under “Device usage:” it says: **Use this device (enable)**.

Adjust Levels

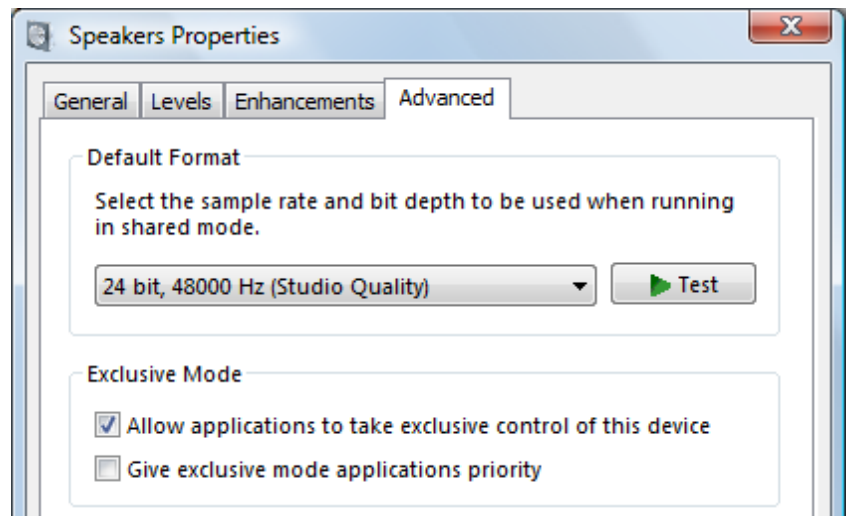
Each device should have its “Levels” turned up to the max. Select the **Levels** tab from the “Properties” window as shown.

Playback devices may have several “Level” sliders. If you have your volume unmuted and turned all the way up (see Page 1), then all these “Level” sliders should already be at the maximum setting.



Test (playback device only)

Click the **Advanced** tab in the “Properties” window. Then, click the **Test** button for a chime that plays from left speaker to right speaker. If you hear it, the playback device is working properly.



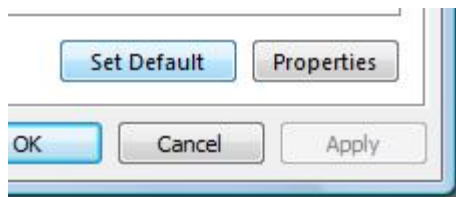
The Test can also be run from the list of playback devices in the main Sound popup window. Right-click the device and select **Test** from the menu:

Set default device

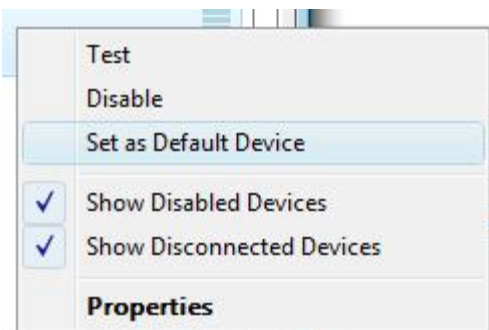
Select the functioning device you just tested.



Then click the **Set Default** button below:



Or right-click the device and select **Set as Default Device** from the menu:



A green checkmark will appear next to the playback or recording device:



Now every program should use the device you indicated for that function (either Record or Playback).