Troubleshooting Headphones & Microphones

Instructions for Dell Computers

- Applies to rooms Dav 338, Engl 304, FLB G27 (NOT FLB G8a—see G8a instructor guide)
- Make sure they are plugged into the FRONT of the computer, not the back. If there is a volume knob on the headphone cables is turned up (towards the +).
- Make sure the volume control on the computer is not muted or turned down (it’s the little volume icon in the lower right corner).

1. Double-click the volume icon in system tray. In the Master Volume pop-up box under Options select Properties.

2. Check “Recording” then check “microphone” & click OK.

3. In the pop-up box, select the Microphone box & turn the volume up.

4. Go back to the volume control panel in step 1 & go to Options & select Advanced Controls. Click the Advanced button that appears in the microphone column. In the pop-up box, check both the “1 MIC boost” & “2 front panel microphone” boxes to improve the mic signal.
## Instructions for HP Computers

- In FLB rooms G3, G7, G8b, G13, G17, & G23, if you use the microphone, you need to tell the computer to use the audio input from the front of the computer instead of the back.
- Make sure they are plugged into the FRONT of the computer, not the back. If there is a volume knob on the headphone cables is turned up (towards the +).
- Make sure the volume control on the computer is not muted or turned down (it’s the little volume icon in the lower right corner).

1. **You MIGHT see this box.** If so, make sure “microphone” is selected and click OK.
   
   ![Microphone selection](image)

1. **Right click on the volume icon & choose Adjust Audio Properties.** Under the Audio tab in Sound Recording switch from “SoundMAX HD Audio” to “HD Audio front mic.” Click APPLY & then VOLUME in Sound Recording.
   
   ![Volume settings](image)

2. **In the pop-up window under Options click Advanced Controls.** The Advanced button will appear in the bottom right corner. Click it and slide the volume bar to the top.
   
   ![Volume bar](image)

3. **In the Advanced Controls for Microphone window, check the Microphone Boost box if it’s not already selected.** Click CLOSE.
   
   ![Microphone Boost](image)

4. **Back in the window, under Options click Properties.** In its window select "HD Audio front mic" & “recording” & click OK.

   ![Properties settings](image)

**NOTE:** If you’re using Audacity, you may also need to slide the mic icon control from “–” into the “+” area to get audio input from the mic.

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