

Audio Troubleshooting Checklist

This checklist will help if districts experience audio difficulties.

- If the volume is changing during an exam, make sure that any multimedia keys on the computer keyboard (or front bezel) are not being pressed during the exam.
- To make volume changes during an exam on a Windows computer, use the AutoHotkey utility to adjust volume using custom keys (like F7 and F8).
- Whitelist CAI's provided list of IPs and URLs and prioritize them on your network.
- Make sure that you have updated drivers.
- Verify that the audio works with onboard speakers (no headphones).
- Test audio with a wired connection.
- Test audio with a different computer.
- Test audio with different headphones.
- Right-click the sound icon on bottom right of the screen.
 - Select Communications tab.
 - Select "Do Nothing."
- Right-click the sound icon in system tray.
 - Select Playback.
 - Right-click the device.
 - Select Properties.
 - Select Enhancements.
 - Select "disable all sound effects."
- Open "Device Manager" and select "Scan for hardware changes" in the "sound, video and game controllers" tab.
- Set the volume to 100% and proceed to open the Secure Browser.
 - Start a practice test and perform the sound check.
 - If the problem persists, open the settings (gear icon) at the top of the Secure Browser and verify that the volume bar is still at 100%.
 - If it is not, change the volume to 100%.
- In the Command Line:
 - Press start button + R.
 - Type devmgmt.msc and press the Enter key.

- Expand the “sound, video and game controllers” tab.
- Right-click “High Definition Audio Device” and click **Properties**.
- Click the “Drivers” tab.
- Choose **update driver**.
- Click **browse my computer for driver software**.
- Choose **Let me pick from a list of drivers**.
- Choose **High Definition Audio Device (other than Realtek)**.
- Click **next**.
- Click **yes**.
- Done.
- Check the sound settings:
 - Open the sound settings (search “sound”).
 - Select “change sound card setting.”
 - Select “playback.”
 - Select “speakers properties.”
 - Select “advanced.”
 - Change from 32-bit to 16-bit.
- Check system updates:
 - Sign in to an administrator account in Windows 10.
 - Download and run the Media Creation Tool here:
<http://go.microsoft.com/fwlink/?LinkId=691209>
 - Save and run the MediaCreationTool.exe file to your desktop.
 - If prompted by User Account Control, click **Yes**.
 - Click **Accept for applicable notices and license terms**.
 - Select **Upgrade this PC now**.
 - Get important updates by selecting **Download and install updates** (recommended).
 - Windows 10 Setup will start the process of getting updates and get ready to install.
 - Make sure that you keep personal files and apps. Click **Next**.
 - Sign in to Windows 10.
- Use the network diagnostics tool in the Secure Browser.
- Remove the existing SB profile folder.

- Unplug the headphones and plug them back