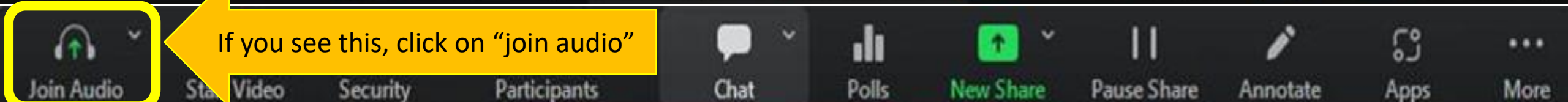
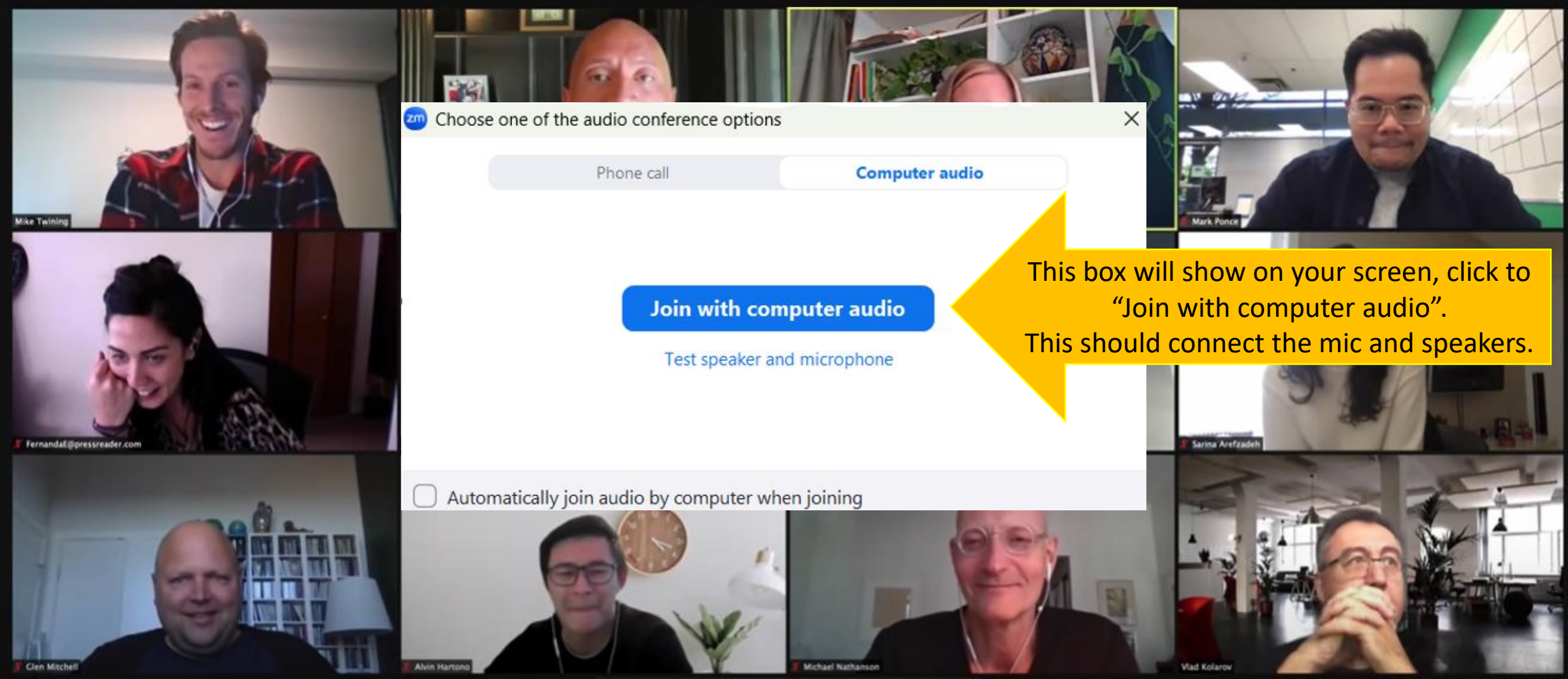


If your audio (mic and/or speakers) are not working, please follow the steps on the following slides.



If you see this, click on "join audio"



zm Choose one of the audio conference options ✕

Phone call **Computer audio**

Join with computer audio

Test speaker and microphone

Automatically join audio by computer when joining

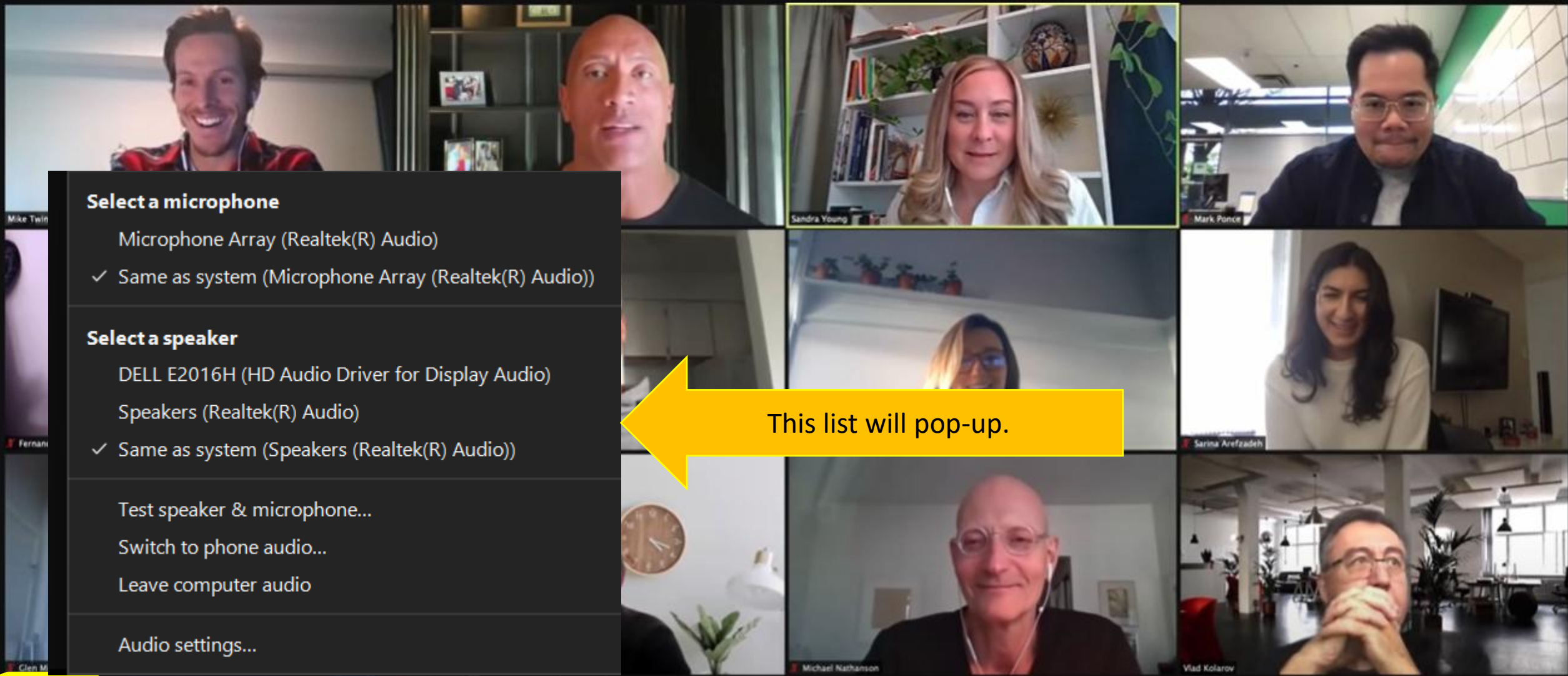
This box will show on your screen, click to "Join with computer audio". This should connect the mic and speakers.



Mike Twining Dwayne Johnson Sandra Young Mark Ponce
Fernanda@pressreader.com Taylor Crain Lisa Turner Sarina Arefzadeh
Glen Mitchell Alvin Hartono Michael Nathanson Vlad Kolarov

If you see this, click on the caret “^”

Audio Video Participants Chat React Share Host tools Breakout rooms Show captions Notes Polls/quizzes Docs Record More



Select a microphone

- Microphone Array (Realtek(R) Audio)
- ✓ Same as system (Microphone Array (Realtek(R) Audio))

Select a speaker

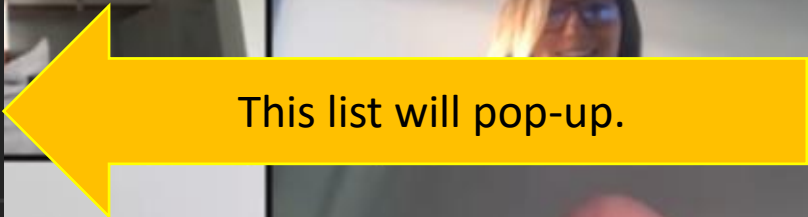
- DELL E2016H (HD Audio Driver for Display Audio)
- Speakers (Realtek(R) Audio)
- ✓ Same as system (Speakers (Realtek(R) Audio))

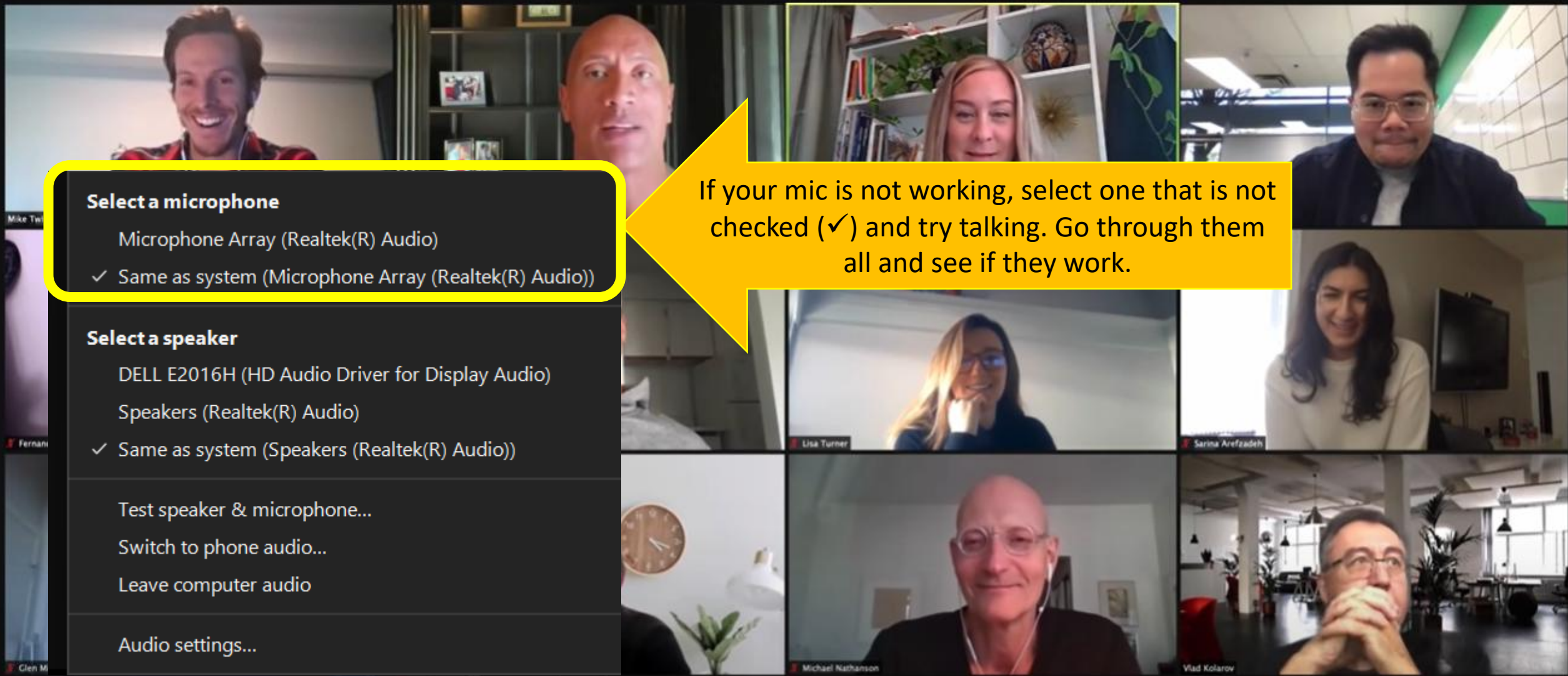
Test speaker & microphone...

Switch to phone audio...

Leave computer audio

Audio settings...





If your mic is not working, select one that is not checked (✓) and try talking. Go through them all and see if they work.

Select a microphone

- Microphone Array (Realtek(R) Audio)
- ✓ Same as system (Microphone Array (Realtek(R) Audio))

Select a speaker

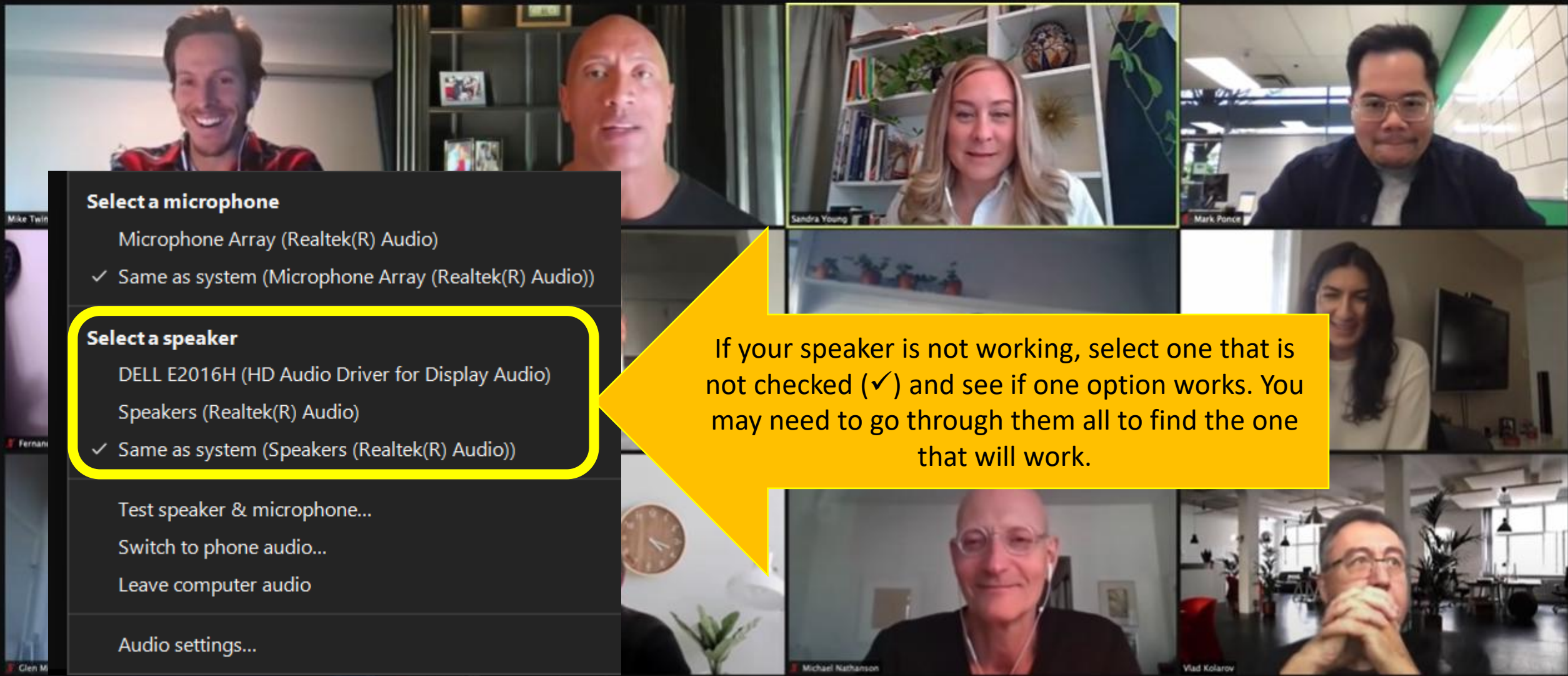
- DELL E2016H (HD Audio Driver for Display Audio)
- Speakers (Realtek(R) Audio)
- ✓ Same as system (Speakers (Realtek(R) Audio))

Test speaker & microphone...

Switch to phone audio...

Leave computer audio

Audio settings...



Select a microphone

Microphone Array (Realtek(R) Audio)

✓ Same as system (Microphone Array (Realtek(R) Audio))

Select a speaker

DELL E2016H (HD Audio Driver for Display Audio)

Speakers (Realtek(R) Audio)

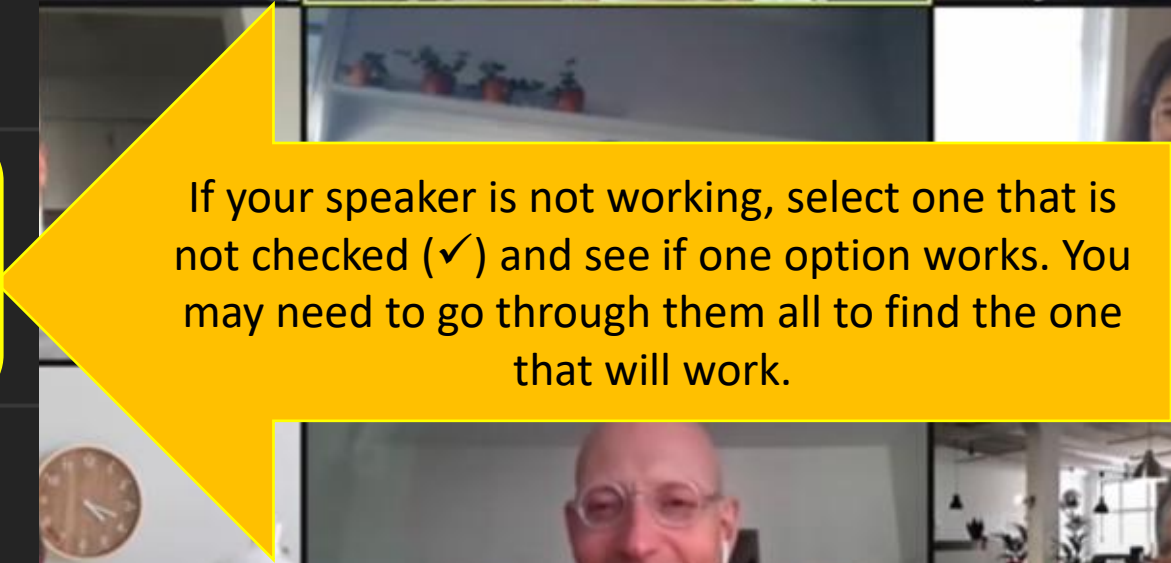
✓ Same as system (Speakers (Realtek(R) Audio))

Test speaker & microphone...

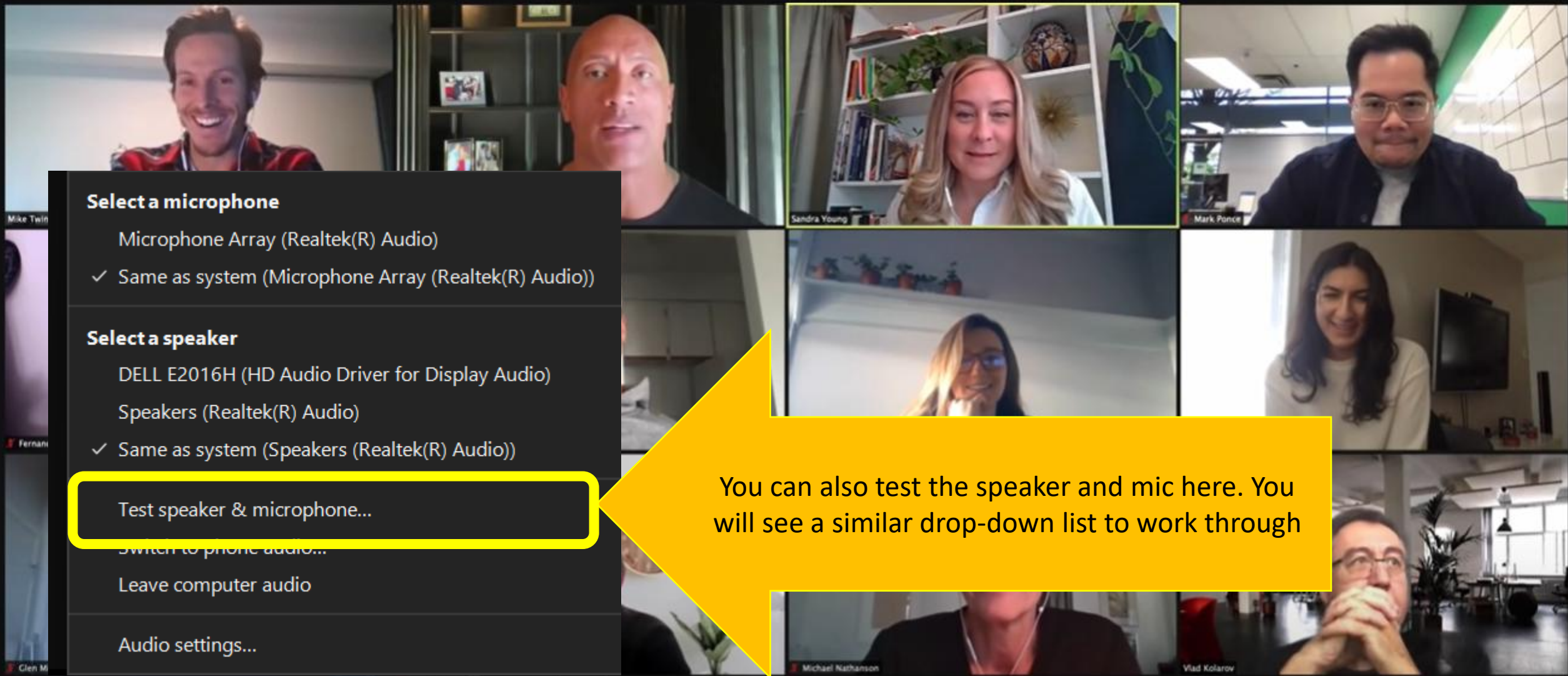
Switch to phone audio...

Leave computer audio

Audio settings...



If your speaker is not working, select one that is not checked (✓) and see if one option works. You may need to go through them all to find the one that will work.



Select a microphone

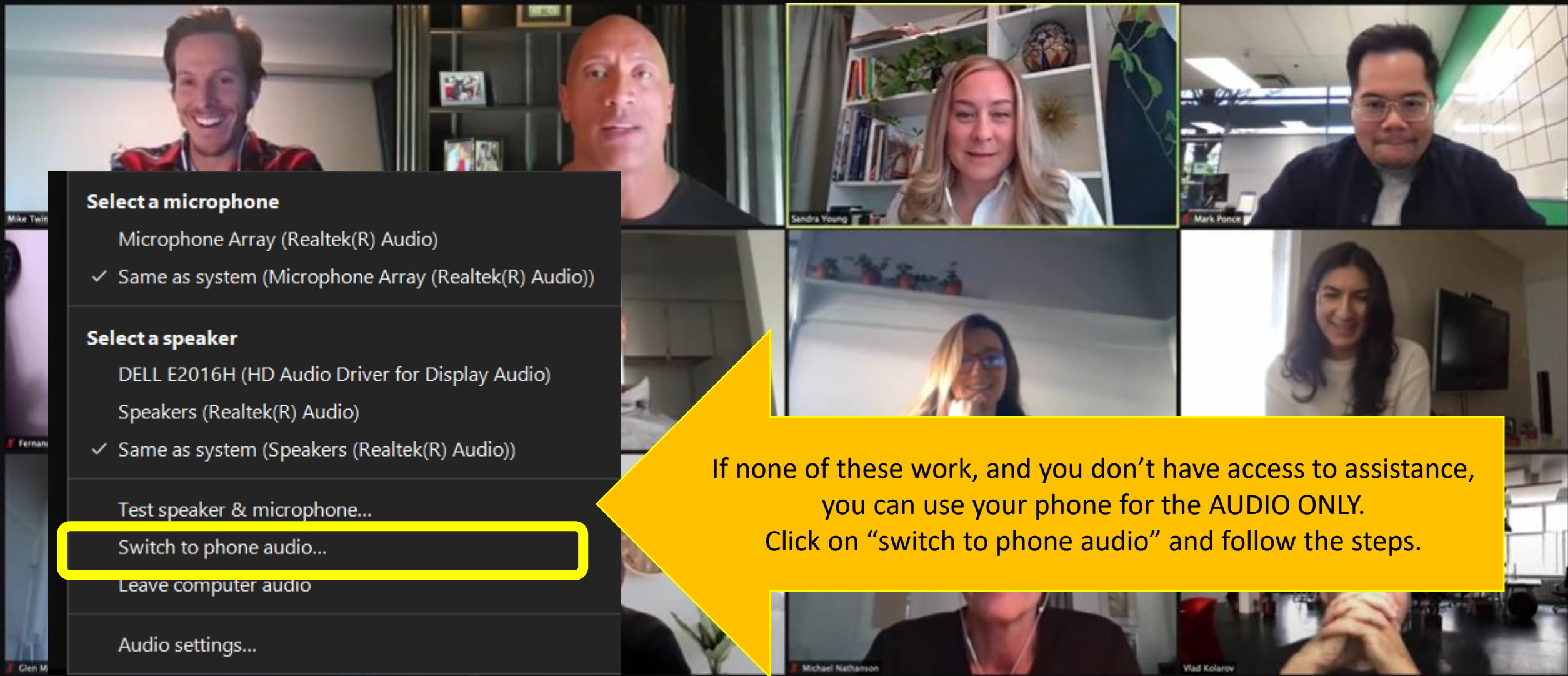
- Microphone Array (Realtek(R) Audio)
- ✓ Same as system (Microphone Array (Realtek(R) Audio))

Select a speaker

- DELL E2016H (HD Audio Driver for Display Audio)
- Speakers (Realtek(R) Audio)
- ✓ Same as system (Speakers (Realtek(R) Audio))
- Test speaker & microphone...**
- Switch to phone audio...
- Leave computer audio

Audio settings...

You can also test the speaker and mic here. You will see a similar drop-down list to work through



Select a microphone

- Microphone Array (Realtek(R) Audio)
- ✓ Same as system (Microphone Array (Realtek(R) Audio))

Select a speaker

- DELL E2016H (HD Audio Driver for Display Audio)
- Speakers (Realtek(R) Audio)
- ✓ Same as system (Speakers (Realtek(R) Audio))
- Test speaker & microphone...
- Switch to phone audio...**
- Leave computer audio

Audio settings...

If none of these work, and you don't have access to assistance, you can use your phone for the AUDIO ONLY. Click on "switch to phone audio" and follow the steps.

If your audio (mic and/or speakers) are still not working, and you are not able to use your cell phone, please reach out to your IT department.