

If you are unable to hear sound when using your laptop, it may be because:

- Your volume is muted.
- The correct speaker is not selected.

When the speaker is muted, there will be an "X" next to the volume icon.



To unmute the speaker or change the volume, click on the speaker and drag the volume control slider to the right.

To change which speaker is selected, click on the speaker icon. A popup menu will show which speaker is currently selected. To switch to the correct one, click on the ^ arrow to the right of the speaker, and select "Realteck Audio" or another specific speaker you'd like to connect to.



If you require further assistance, please open a request at <u>https://www.support.ortn.edu</u>.