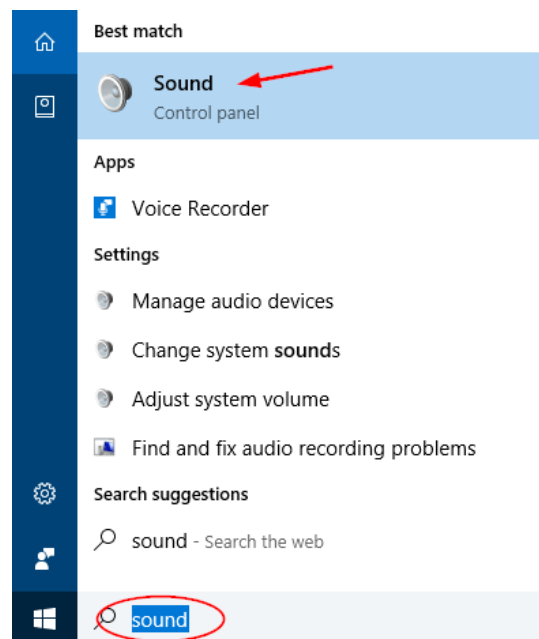
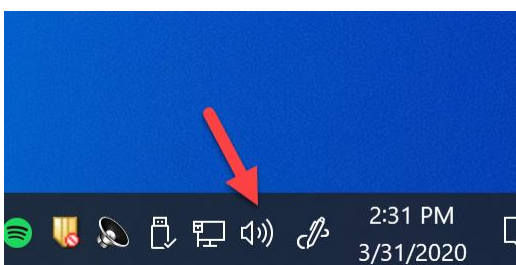


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Audio Troubleshooting & FAQ

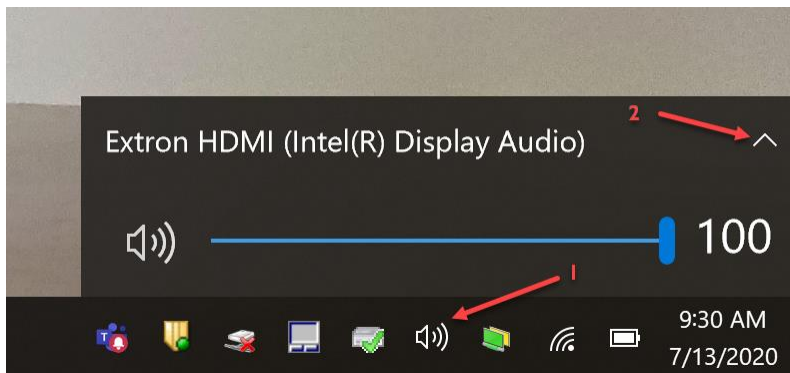
Q. Why can't I hear any audio coming through the ceiling speakers?

- A. **Windows 10 computer:** Verify the volume is set to 100% on the volume slider in the lower right corner of the desktop, or alternatively by pressing the Windows key (⊞) and enter search term “sound settings” to choose the audio playback device within the sound control panel. Ensure “Extron HDMI” is chosen as the audio playback device.

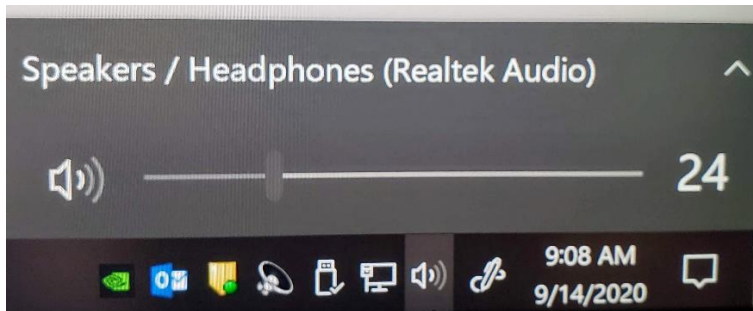


B. External Video/Audio Device/Laptop (HDMI/Mini Display Port/USB-C):

Verify the audio output device states “Extron HDMI” and **not headphones or speakers.**



C. External Audio Device (3.5mm/Aux/Headphone cable): Verify the audio output device selected is set to “Speakers/Headphones”



- 1) **External devices** (laptops, USB-C enabled smartphones and tablets) can be used with the AV system, simply plug in the appropriate device, select the source from the control panel.

*For troubleshooting tips please visit our FAQ section [here](#).