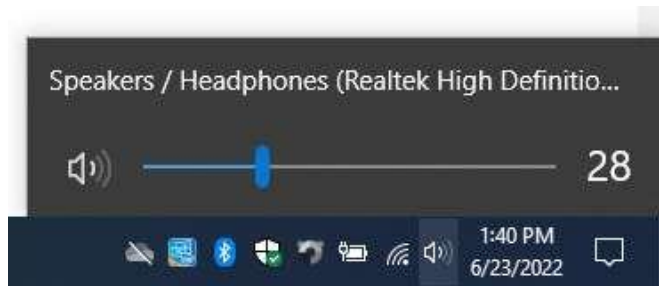


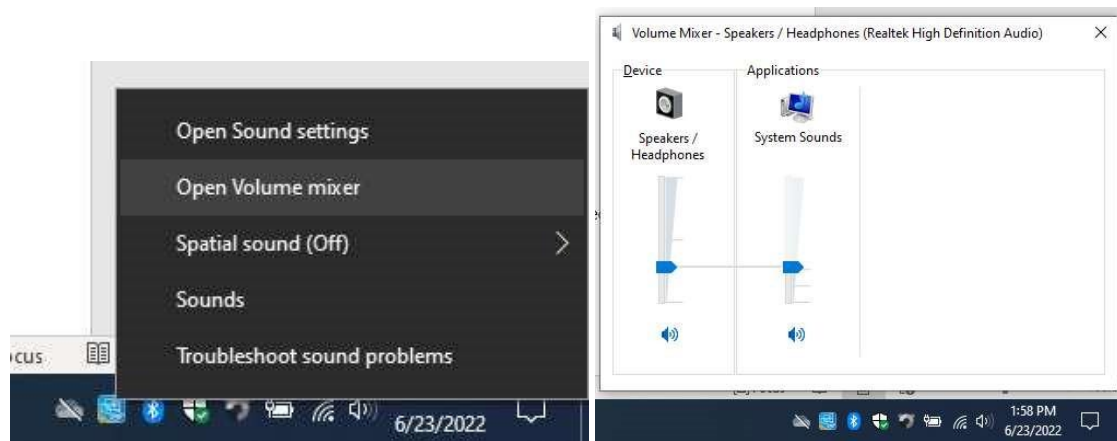
# Resolving audio/microphone issues in Windows

Follow these steps in order. If one solution doesn't work, move on to the next.

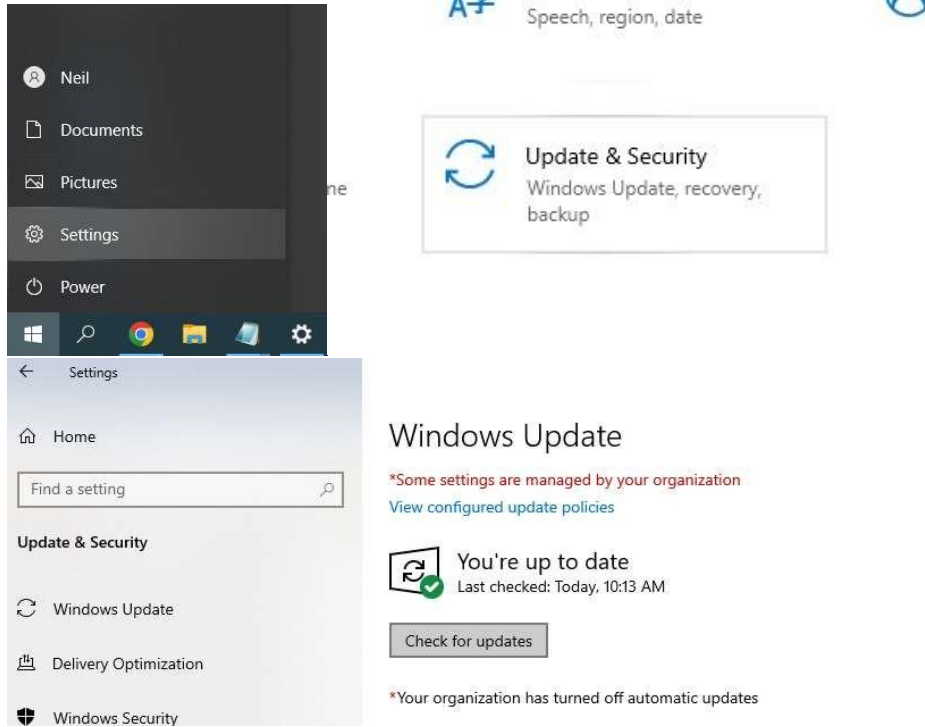
1. Check your speaker output by clicking the audio icon in the bottom right. Here, you can adjust your volume.
  - 1.1. You may see an up arrow, which you can click to select your preferred audio output device.



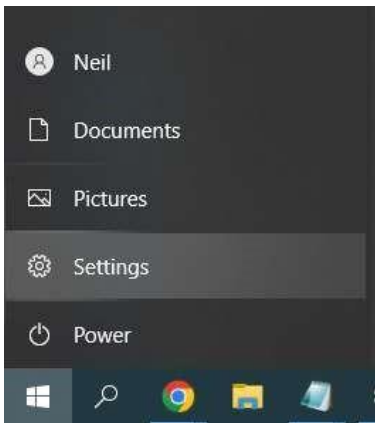
- 1.2. In addition, you can right click the taskbar icon and select Open Volume mixer to see if an audio imbalance is the issue.



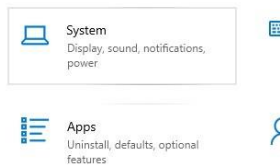
2. Verify all Windows Updates are installed
  - 2.1. Select Start > Settings > Update & Security > Windows Update > Check for updates.
    - 2.1.1. Step by Step



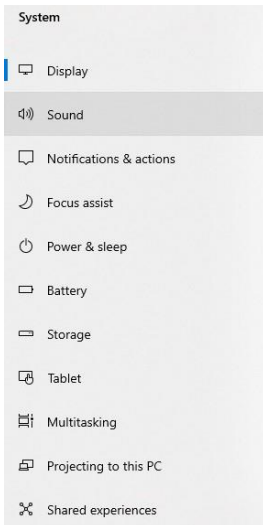
- 2.1.2. If the status says, "You're up to date," go to the next tip.
- 2.1.3. If the status says, "Updates are available," select Install now.
- 2.2. Select the updates you want to install, then select Install.
- 2.3. Restart your PC and see if your sound is working properly.
- 3. Change default audio input and output devices 3.1. Go to Start > Settings.



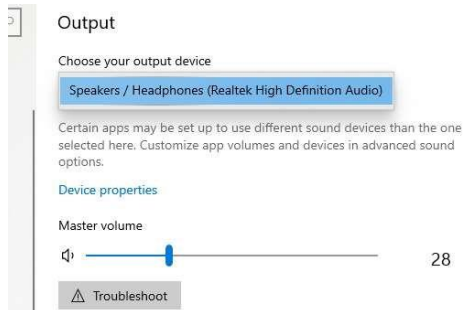
3.2. Go to System.



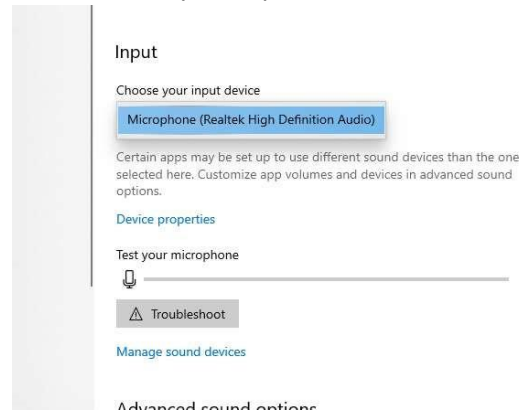
3.3. Go to Sound on the sidebar.



3.4. Under Choose your output device, choose from the dropdown.



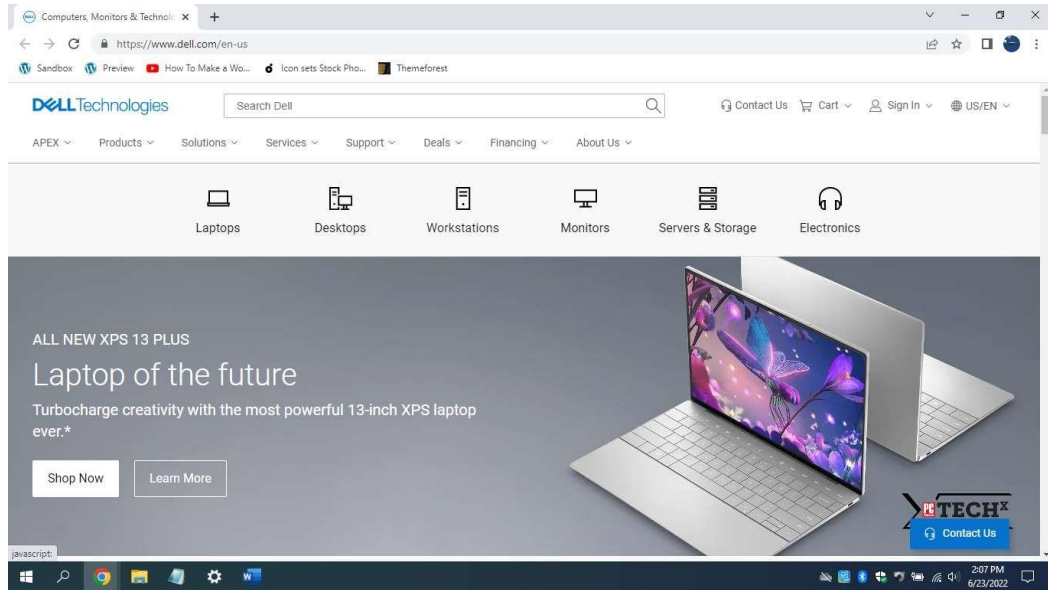
3.5. Under Choose your input device, choose from the dropdown.



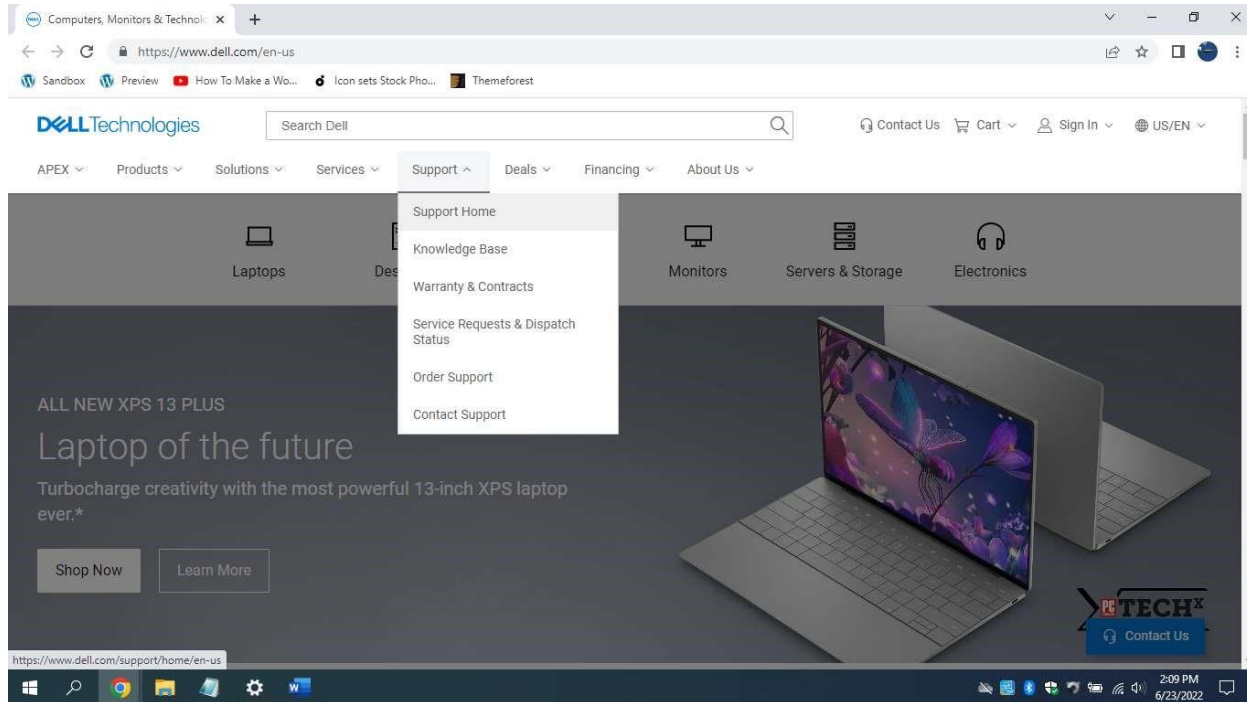
4. If the above steps don't fix the problem:

4.1. If your device is a Dell, go to Dell's troubleshooter on their website.

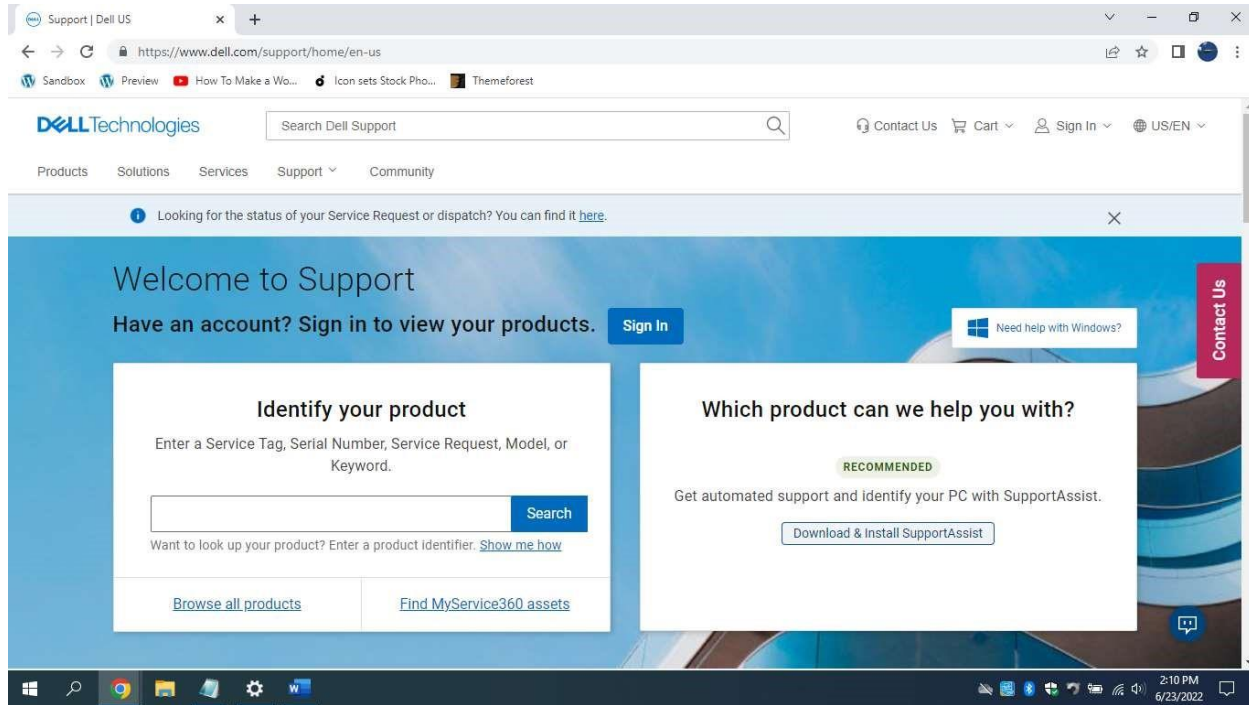
4.1.1. Go to [dell.com](https://www.dell.com).



4.1.2. Under Support, click Support Home.



4.1.3. Once the loading bar under Which product can we help you with? loads, select Download and Install SupportAssist.



4.1.4. Run the downloaded executable and follow its steps.

4.2. For devices from another manufacturer, go to that manufacturer's website for further support.