

Audio Problems While Using Chromebooks

Some users have reported audio issues with their Chromebook. Either the sound is completely silent or it's cutting in and out intermittently. There are a variety of problems that can cause this for both sound coming from the speakers and sound coming from headphones. If you're listening only through the built-in speakers and not headphones then skip to **Suggestion #4**. Otherwise follow each Suggestion.

Suggestion #1: Make sure the headphone are securely plugged in.

- Make sure you really insert and push the headphones in - until you hear the click.

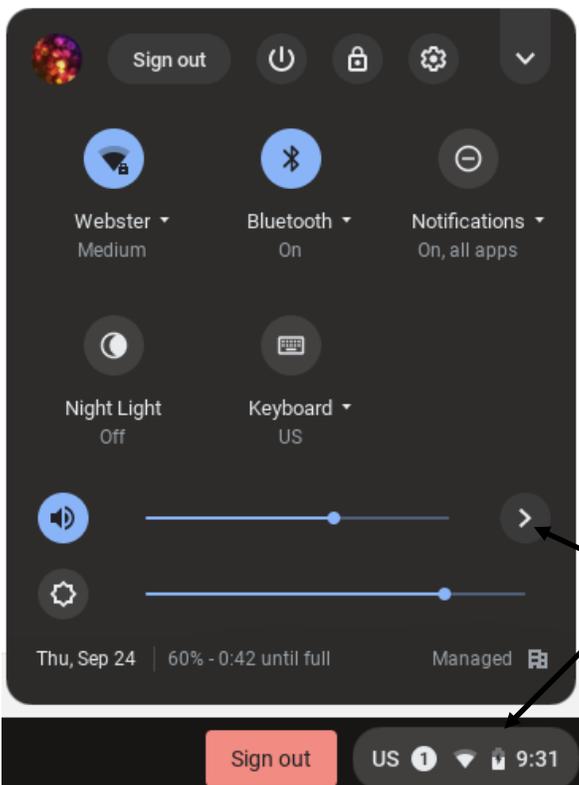
Suggestion #2: Try a different set of headphones or earbuds

Suggestion #3: The "close lid" solution

- Unplug your headphones.
- Close the lid of the chromebook and wait ten seconds.
- Plug in the headphones.
- Open the lid. The chromebook will re-scan for audio devices and should find your headphones.

OR, if that doesn't work:

- Turn off your chromebook.
- Plug in the headphones
- Turn on the chromebook. The chromebook will re-scan for audio devices on startup and should find your headphones.



Suggestion #4: Check sound settings

Look to the lower right corner of your screen. There you will see a series of icons. Click in the area at the very right. A window will appear showing you information about your chromebook. Make sure that the audio is at a high volume. Click the arrow for mic properties.

Make sure that the output/input are set to the proper destination. You can adjust the mic volume to increase or decrease the volume using the slider

