

TROUBLESHOOTING GUIDE:

Audio or video on newer Macs is choppy or freezing

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This is an emerging issue! So when you encounter it, please make an extra effort to discuss with the co-pilot and collect details for the Talkmaster Log

If the user complains that their audio or video playback is:

- "choppy"
- "stuttering"
- YouTube video skips to the end without playing
- "freezing"
- "glitching"
- "speeding up and slowing down"
- "crunchy sounding"
- or similar...

then ask them: **are you using a newer Mac?**

(roughly speaking, released from 2020 onward)

If yes, ask them to **"try unplugging the HDMI cable from your laptop"**, then playing the video or audio again.

If their video or audio plays back normally once the HDMI cable is unplugged, tell them: **"restart your laptop with the HDMI cable plugged in."** This should make their video or audio play back properly.

If **instructors are unenthusiastic** about this option because they don't want to restart their laptop in the middle of a class, you can tell them:

- "With Macbook models from about 2020 onward, we have found that restarting your laptop almost always fixes this particular problem"

- if they're on a Full-size or TEAL station:
 - "Another option is to open your video or audio on the built-in Room PC, then play it from there"

So far we've encountered this issue with:

- YouTube videos
- embedded PowerPoint videos
- Macs plugged directly into HDMI
- Macs using a USB-C adapter

We would love to know more about:

- *which model of Macbook are they using?*
- *what version of macOS are they running?*
- *what brand of HDMI adapter are they using?*

Some of this info can be found by asking them to:

- *go to the Apple Menu in the top-left corner of your laptop screen*
- *select About this Mac*
- *This should show the user some info like:*

macOS Monterey

Version 12.6.3

Macbook Pro (13-inch, 2018, Four Thunderbolt 3 ports)




Keywords: #macintosh #mac #messed #up #movie #audio #sound #bzzzzzzz #dongle #recent #recently #purchased #Macbook #Air #Ventura #Monterey #Big #Sur #macOS

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