

TROUBLESHOOTING GUIDE:

No audio from source device on room speakers

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Questions

- On the touchscreen, is “**Source audio**” **unmuted** and turned up high enough?
- On the touchscreen, has the correct source been **selected & sent to projector**?
- On the source device's **audio output settings**, is *Crestron* selected?
 - Are you using your own device, or using the built-in Room PC?
 - Is it a **Zoom call** that you want to be able to hear?
- Has **every stage** of the audio signal path been unmuted AND turned up to maximum?
 - Is it a **Jr Station, TDM, TDP or ViewBoard**?
- Try **searching To-Do** to see if there are any known issues with this room
- Is it possible that the video or audio is **just very quiet**?

Actions

- **macOS**
 - How to find out the user's **version of macOS**
 - How to **change the audio output** on **macOS Ventura** (version 13).
 - How to **change the audio output** on **macOS Monterey** (version 12) / **Big Sur** (version 11).
 - **Windows** (including Room PC)
 - How to **change the audio output** on **Windows**
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Questions

On the touchscreen, is "Source audio" unmuted and turned up high enough?

- Try turning it up quite high, in case the source audio happens to be extremely quiet

On the touchscreen, has the correct source been selected & sent to projector?

- Because audio will *only* play over the in-room speaker system when the device you want to play has been sent to projector
 - Even if you're just playing audio, you must hit "**Send to projector**"

On the source device's audio output settings, is *Crestron* selected?

- Depending on the room & the source device, this output might instead be called:
 - *HDMI*
 - *NP-P401W*

Are you using your own device, or using the built-in Room PC?

- If they're using their own device, ask what operating system it uses and [check whether their audio output settings are correct](#)
- If they're using the Room PC, follow the instructions for [changing the audio output settings on Windows](#)

Is it a Zoom call that you want to be able to hear?

- If yes, then follow the troubleshooting instructions for [Zoom issues](#)

Has every stage of the audio signal path been unmuted AND turned up to maximum?

- Have they unmuted and turned up the audio at every stage in the chain:
 - the **YouTube interface** or **browser tab** or **application** where the audio is playing from?
 - their **device's audio settings**?
 - and on the **touchscreen controls**?

Is it a Jr Station, TDM, TDP or ViewBoard?

- Make sure that you try **turning up the push-button volume controls** in these rooms. You may have to hit the buttons *many times* to hear any difference.
 - works via both remote Xpanel and in-room buttons
- The **volume dial** works in some rooms, but it tends to be less reliable than the buttons. Sometimes you have to turn it *many times* to hear any difference.
- Sometimes the in-room panel controls don't work, but the room can be controlled remotely using the Xpanel. So try that too.

Try searching To-Do to see if there are any known issues with this room

- Is there a known problem with the **audio amp**?
- Is there a known problem with the **in-room speakers**?
- Is there a **temporary speaker** set up in the room?
- Is it listed in Room Notes under "Audio volume in these rooms can only be controlled via..."?
 - you'll see a note explaining how the 20+ Jr station rooms on this list require you to send a technician to the room to **adjust the audio level manually** 🚨
 - it's because these rooms have a signal path & Crestron program that do not allow us to change the volume level with opening up the station.

Is it possible that the video or audio is just very quiet?

- Audio or video that is **recorded on a phone or other personal device** is "unmastered," and therefore can be much quieter than the audio on a streaming service like YouTube or a social media site like Instagram or TikTok
- If it turns out to be a personal video, send a co-pilot to the room to adjust the volume 📢
 - It's usually possible for co-pilots to physically adjust the volume of the audio amplifier

Actions

macOS

How to find out the user's version of macOS

- "At the top-left of your laptop screen, in the menu bar, click the **Apple icon**, then select **About This Mac** from the menu."
- "In the window that pops up, it will say something like *macOS Monterey, version 12.6.3*. Can you please read out to me what it says on *your* laptop?"

How to change the audio output on macOS Ventura (version 13)

"I'm going to read out some instructions for you to follow, to switch your computer's output to the in-room speakers:"

- At the top-left of your screen, in the menu bar, click the **Apple icon**
 - Or, at the top-right of your screen in the menu bar, click the **speaker icon** and select "**Crestron**", "**HDMI**", or "**NP-P401W**" in the list of outputs
- Select **System Settings**
- On the left-hand side list of menus, find and click the **Sound icon**
- Under **Output** in the Sound menu, select "**Crestron**", "**HDMI**", or "**NP-P401W**"
 - If they are using a Yamaha videoconferencing soundbar, ask the user to change their laptop output to "**Yamaha CS-700**"

macOS Ventura (version 13) audio settings

How to change the audio output on macOS Monterey (version 12) / Big Sur (version 11)

"I'm going to read out some instructions for you to follow, to switch your computer's output to the in-room speakers:"

- At the top-left of your screen, in the menu bar, click the **Apple icon**
 - Or, at the top-right of your screen in the menu bar, click the **speaker icon** and select "**Crestron**", "**HDMI**", or "**NP-P401W**" in the list of outputs
- Select **System Preferences**
- Find the **Sound icon**, and select **Output**
- Select "**Crestron**", "**HDMI**", or "**NP-P401W**"
 - If they are using a Yamaha videoconferencing soundbar, ask the user to change their laptop output to "**Yamaha CS-700**"

Windows (including Room PC)

How to change the audio output on Windows

"I'm going to read out some instructions for you to follow, to switch your computer's output to the in-room speakers:"

- At the bottom right of your Windows screen, in the taskbar, you'll see a **speaker icon**.
 - Left-click on the speaker icon, and a *horizontal* volume control slider should appear.
- Just above the volume control slider, you should now see some **text with a small, upward-facing arrow to the right of it**.
 - Left-click on that text
- This should bring up a menu that says **Select playback device**, with a list of options underneath it
- "Can you please read me the list of options that appear there?"
- Ask them to select "**Crestron**" (or it might say "**HDMI**" or "**NP-P401W**")
 - If you're not getting an option to change the speaker output to HDMI/Crestron, try:
 - **un-plugging and re-plugging** the HDMI cable or adapter from the computer
 - **restarting** the laptop

Confirm whether this worked by playing some video or audio from the computer.

Keywords: #can't #hear #silent #not #working #system #quiet #broken #off #speaker #system #stereo #volume #dial #knob

No audio from source device changelog

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Updated by: ▾

Added Zoom as a question (because users often don't mention it's Zoom they're having trouble with)	5/12/2023	 Ian Swain
Updated to new model template	5/2/2023	 Ian Swain
Crafted some easy-to-follow bullets for the Windows section. Plus added "Room PC" to the name of that section (we've been receiving a steady flow of calls where the Room PC's audio output has changed)	1/31/2023	 Ian Swain