

TROUBLESHOOTING GUIDE:

Room audio too quiet

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Questions

- Which mic or audio source are they trying to play on the big room speakers?
 - [podium mic](#)
 - [wireless lav mic](#)
 - [laptop or tablet \(over HDMI\)](#)
 - [Room PC](#)

Actions

- If you can't solve remotely, you can ask a co-pilot to **deliver a portable speaker** or Yamaha soundbar to the room (if they're available) 🚨
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If *podium mic* is too quiet:

- At the top right of the Crestron touchscreen, **press the "Volume" button**.
 - Using the controls that appear at the top of the touchscreen, make sure the podium mic is unmuted, and that its volume is set to a high enough level.
- Has the podium mic been **loosened** from its attachment to the podium, or does it look **damaged** in any way?
 - If yes, send a co-pilot 🚨

If *wireless lav mic* is too quiet:

- At the top right of the Crestron touchscreen, **press the "Volume" button**.

- Using the controls that appear at the top of the touchscreen, make sure the wireless mic is unmuted, and that its volume is set to a high enough level.
- Look up in the [wireless mic tracking](#) spreadsheet whether the room has an SLX model wireless lav mic (the spreadsheet will say J3, L4 or H5).
 - if yes, ensure that the [gain switch is set to "mic"](#)
- Where have you physically placed – or clipped – the microphone on your clothing?
 - Make sure you've **placed it in a spot that's fairly close to your mouth**, within the "line of sound"
 - Try to clip it near the top of your shirt or blazer
 - But not at the *very* top, so your chin doesn't block the sound.

If laptop or tablet (over HDMI) is too quiet:

- At the top right of the Crestron touchscreen, **press the "Volume" button**.
 - Using the controls that appear at the top of the touchscreen, make sure that the volume control labelled **source volume** is unmuted, and that its volume is set to a high enough level.
- Try setting **every volume control on your device to maximum**:
 - The overall device volume (Mac or Windows volume settings)
 - The volume control of the video player (VLC, Windows Media Player, etc.)
 - The volume control of the browser's video player (YouTube, etc.)
- In [Room Notes](#), search for "Audio volume in these rooms"
 - You'll see a note that lists 20+ Jr station rooms where you have to send a technician to the room to adjust the audio level 🚨
 - This is because of a new model of amp for which we **cannot control the volume remotely**

If Room PC is too quiet:

- At the top right of the Crestron touchscreen, **press the "Volume" button**.
 - Using the controls that appear at the top of the touchscreen, make sure that the volume control labelled **source volume** is unmuted, and that its volume is set to a high enough level.
- Try setting **every volume control on the Room PC to maximum**:
 - The overall device volume (Windows volume settings)
 - The volume control of the video player (VLC, Windows Media Player, etc.)
 - The volume control of the browser's video player (YouTube, etc.)





- If the room is in **Myhal**, the 3.5mm audio cable in the front input of the Room PC may need to be unplugged & replugged
 - send staff to room to do this 🚨

Keywords: #can't #hear #too #quiet #mic #hardly #barely #audible #low

Room audio quiet changelog

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