**Content Writing**

**Assignment – 6- Udemy**

**Q. Write troubleshooting instructions on how to solve FitUnicorn audio issues. Your instructions should cover these four solutions from the video you watched in the last assignment:**

Restart Your Device

Make Sure “Do Not Disturb is Turned-Off

Disconnect any Bluetooth Speakers/Headphones

Install the Latest OS Update

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Solution:

**"Help, FitUnicorn videos don't have any sound!"**

We're here to help!

A solution below should bring your sound back.

1. **Restart your device.**
2. Press and hold your phone’s power button.
3. A screen appears with multiple options.
4. Tap **Restart**
5. Open Fit Unicorn
6. Play a video to see if you can hear the audio.

**Did that solve your problem?**

**Yes, that worked!**

**No, it's still not working.**

1. **Make sure “Do Not Disturb” mode is turned off.**
2. Swipe down on the phone screen to see the notification tray.
3. If “Do Not Disturb” mode appears to be turned on, tap to turn it off.
4. Open Fit Unicorn
5. Play a video to see if you can hear the audio.

**Did that solve your problem?**

**Yes, that worked!**

**No, it's still not working.**

1. **Disconnect your Bluetooth speakers and headphones.**
2. Swipe down on the phone screen to see the notification tray.
3. Check if any Bluetooth devices are connected to the phone. If so, tap on the Bluetooth device.
4. Tap **Disconnect**
5. Open FitUnicorn
6. Play a video to see if you can hear the audio.

**Did that solve your problem?**

**Yes, that worked!**

**No, it's still not working.**

1. **Install the latest OS update.**
2. Open your phone’s settings.
3. Tap **About Phone**
4. Tap **"Software Information."** If a software update notification appears, accept it.
5. Open Fit Unicorn
6. Play a video to see if you can hear the audio.

**Did that solve your problem?**

**Yes, that worked!**

**No? Contact our customer support team or even mail them, and they will get back to you as soon as possible.**