

Troubleshooting Audio Issues in TDS

This document provides suggestions that Test Administrators and Technology Coordinators can use to resolve audio issues that may occur on students' testing devices when taking online assessments. Please note that these are suggestions are not guaranteed resolutions to the audio issues that may occur.

Test Administrators can attempt these suggested quick resolutions when audio issues occur:

- Ensure that the audio on the testing device is not muted.
- If the audio content within a test is not working, use the cog wheel icon in the upper-right corner to ensure that the volume is not muted.
- If the headphones have a separate volume control, ensure the volume is not muted.
- Unplug the student's headphones to see if the audio plays from the device's built-in speakers. If so, try using a different set of headphones, or plug the headphones back in and try again.
- Use the network diagnostics tool in the secure browser to determine if there are any network issues.
- Check to see if any updates were made on the student's testing device since that last time it was used for testing.
- Restart the student's testing device and try again.
- Switch to a different testing device to determine if the audio issues persist.
- If using a wireless network connection, try using a wired connection. If using a wired network connection, try using a wired connection.

Technology Coordinators can attempt these suggested resolutions when audio issues occur. These steps are more technically advanced and may require more time to execute:

- Uninstall and then reinstall the secure browser on the student's testing device.
- Ensure that the full list of IPs and URLs outlined in the Technical Specifications Manual have been whitelisted. If so, see if these URLs and IPs can be prioritized on the network.
- Ensure that the audio drivers on the student's testing device are up to date.
- On Windows 7–10 devices, modify the communications settings:

- a. Right-click the sound icon in the bottom-right corner of the desktop.
 - b. Select the **Communications** tab.
 - c. Select **Do Nothing**.
- On Windows 7–10 devices, disable sound effects for the device:
 - a. Right-click the sound icon in the system tray.
 - b. Select **Playback**.
 - c. Right-click the required device.
 - d. Select **Properties**.
 - e. Select **Enhancements**.
 - f. Select **Disable all sound effects**.
 - On Windows 7–10 devices, check the sound settings:
 - a. Perform a search for sound and select the **Sound** result.
 - b. Select **Change sound card setting**.
 - c. Select **Playback**.
 - d. Select **Speaker properties**.
 - e. Select **Advanced**.
 - f. Change the setting from 32 bit to 16 bit.
 - On Windows 7–10 devices, select which audio driver the device should use:
 - a. Press the Windows key + **R**.
 - b. Type `devmgmt.msc` and press **Enter**.
 - c. Expand the **Sound, video and game controllers** tab.
 - d. Right-click **High Definition Audio Device** and then click **Properties**.
 - e. Select the **Driver** tab.
 - f. Select **Update Driver**.

- g. Click **Browse my computer for driver software**.
- h. Select **Let me pick from a list of drivers**.
- i. Choose a **High Definition Audio Device** (other than Realtek).
- j. Click **Next**.
- k. Click **Yes**.
- l. Click **Done**.
- On Windows 10 devices, check for system updates:
 - a. Sign in to an administrator account.
 - b. Download Microsoft's [Media Creation Tool](#).
 - c. Save and run the MediaCreationTool.exe file to your desktop.
 - d. If a User Account Control prompt appears, click **Yes**.
 - e. Click **Accept** for applicable notices and license terms.
 - f. Select **Upgrade this PC now**.
 - g. To receive important updates, select **Download and install updates (recommended)**.
 - h. Windows 10 Setup acquires the updates and prepares them for installation.
 - i. Make sure you keep your personal files and apps. Click **Next**. You can now sign in to Windows 10.