Speaker icon has a red "X"

1038 October 7, 2021 Windows 2347

If the speaker icon has a red cross over it, please follow these steps to enable the audio system:

Windows 10

Open up the **Control Panel**:

- Right click on start menu>Pick Control Panel **OR** type "**control panel**" in Search bar

- Click change **View by** in the top right corner to say "CATEGORY" so that you can find "Hardware and Sound")

-on **Hardware and Sound>**“**Manage audio Devices**”

* You should see that the **Speakers** are enabled.

* If you do not see them:

- *Right click* on the playback devices area> click **show disabled devices**

- *Right click* on the disabled Device>click the **Enable** option

- *Double click* on the device to bring up its properties and go to the **Levels** tab

- Here, make sure the volume level is not set very low.

- For the **Microphone**, you may have to test audio, but in the Recording section

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