

Speaker icon has a red "X"

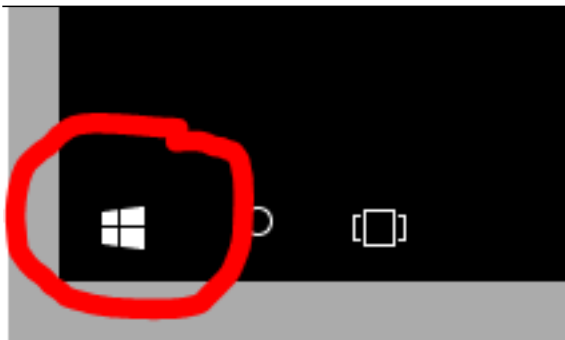
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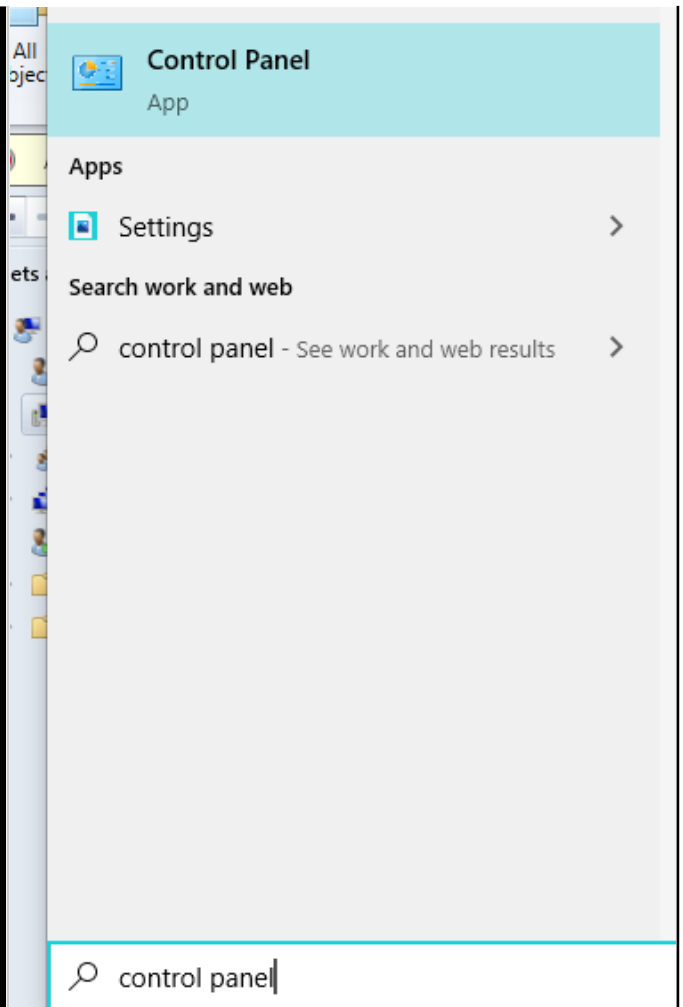
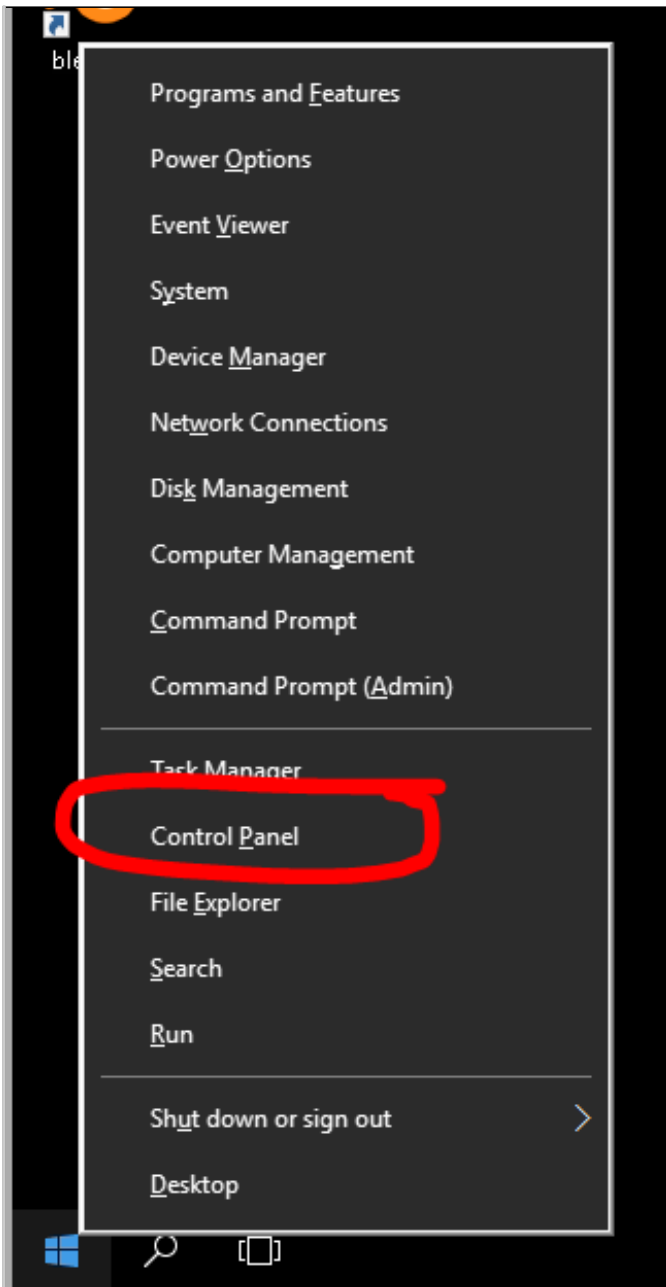
If the speaker icon has a red cross over it, please follow these steps to enable the audio system:

Windows 10

Open up the **Control Panel**:

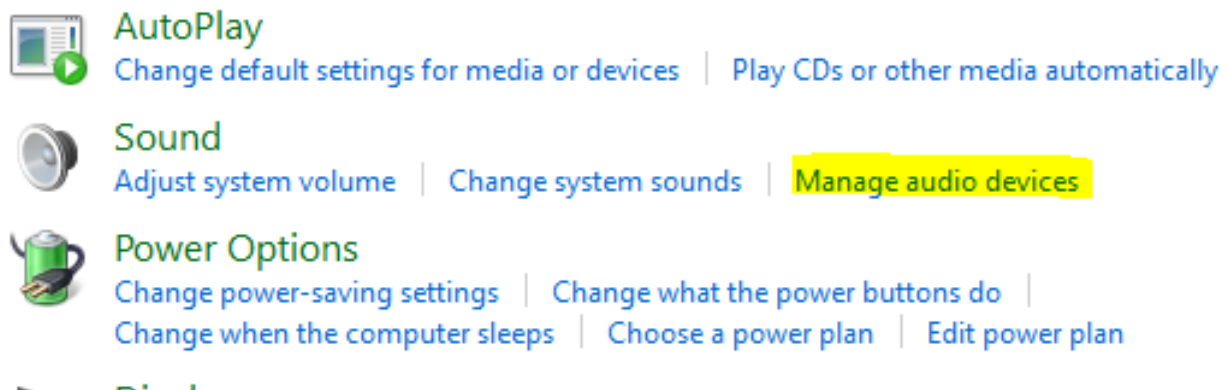
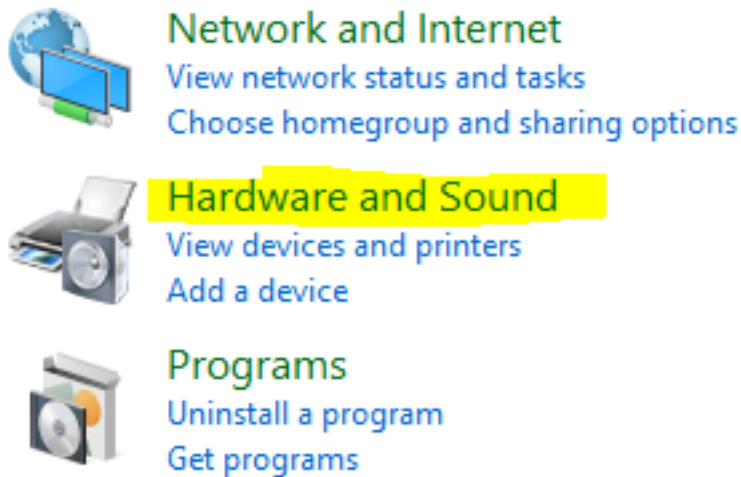
- Right click on start menu>Pick Control Panel **OR** type "**control panel**" in Search bar



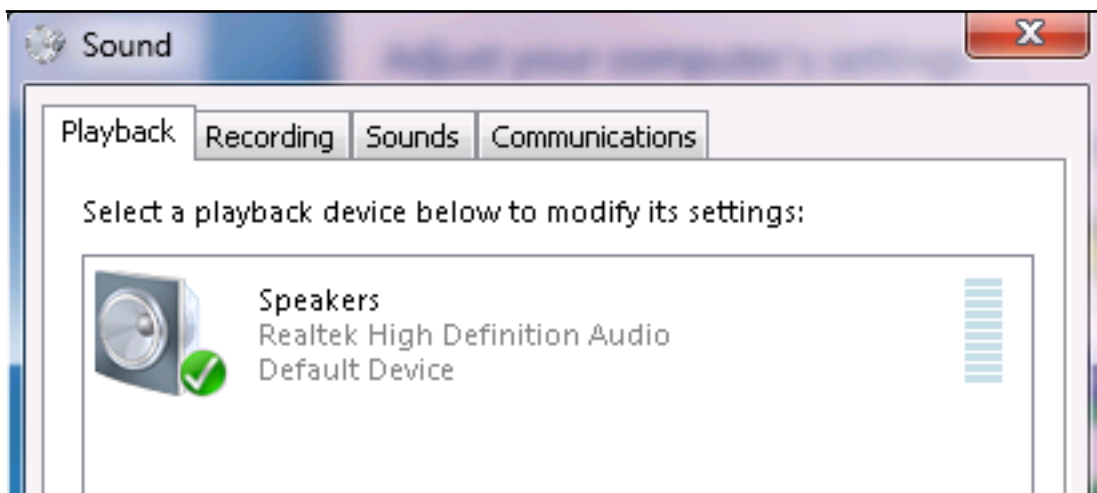


- Click change **View by** in the top right corner to say "CATEGORY" so that you can find "Hardware and Sound")

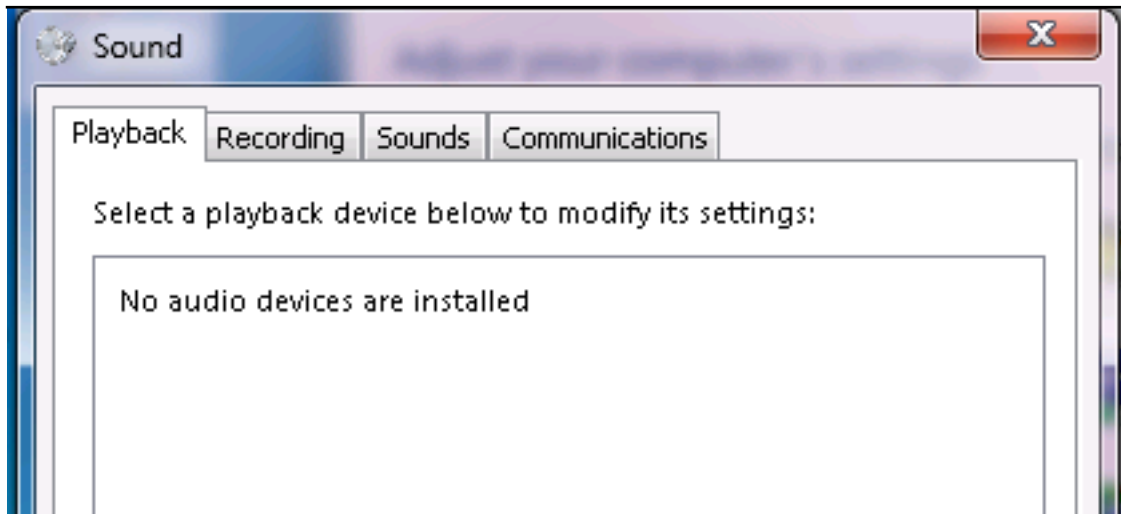
-on **Hardware and Sound**>“Manage audio Devices”



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



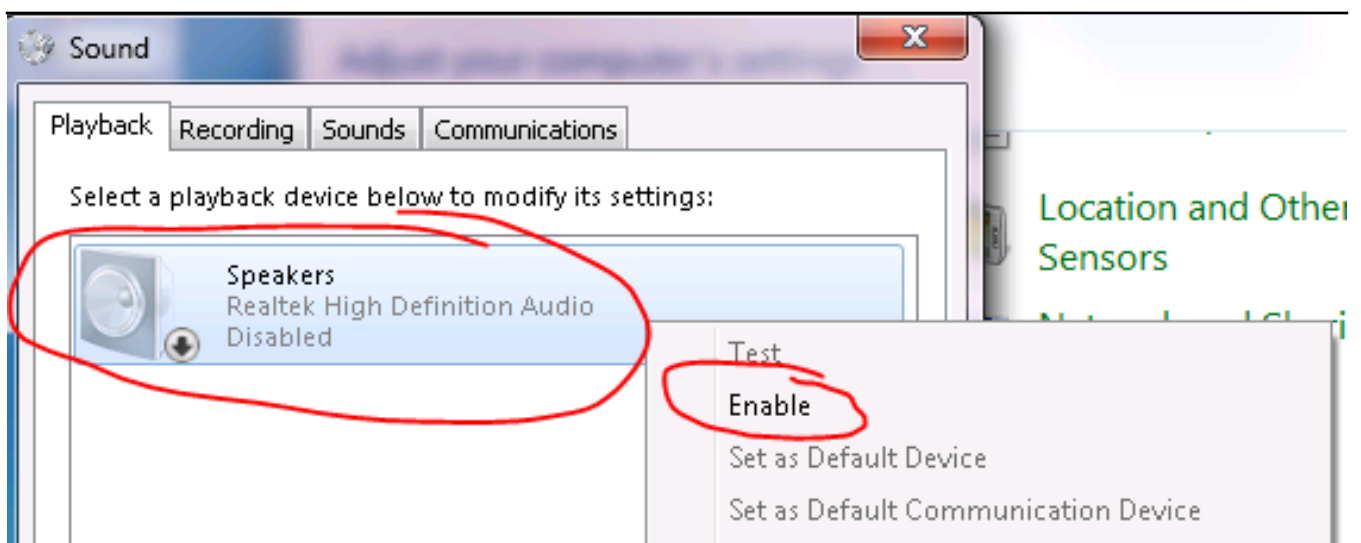
* If you do not see them:



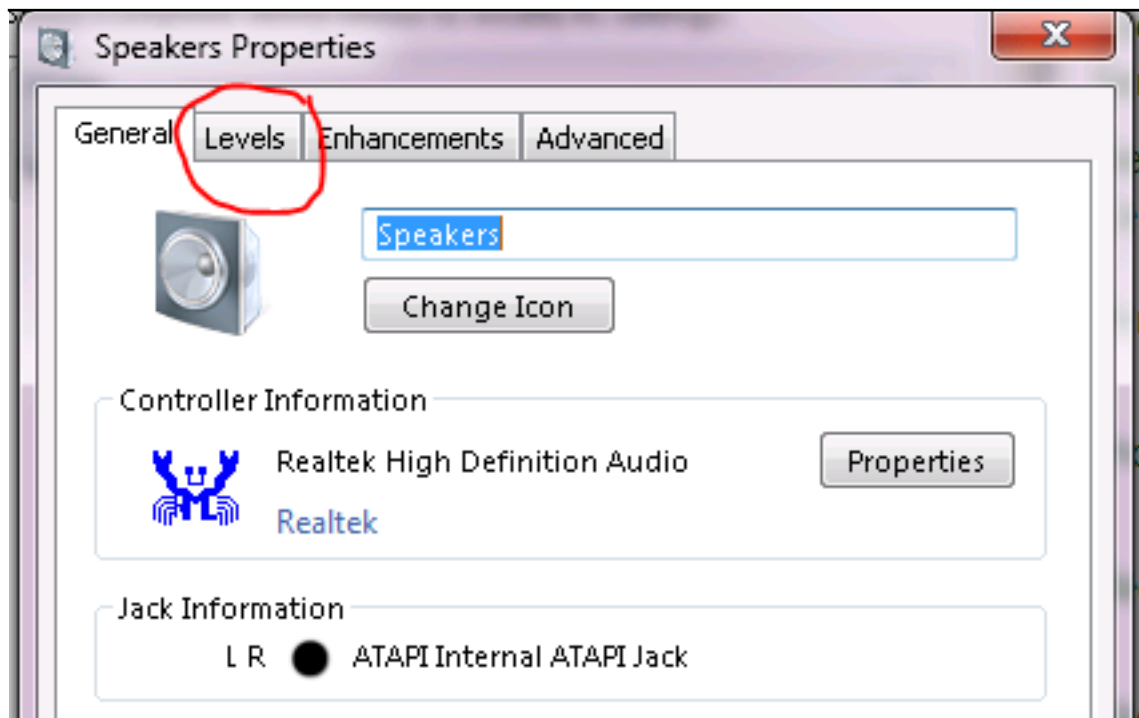
- Right click on the playback devices area> click **show disabled devices**



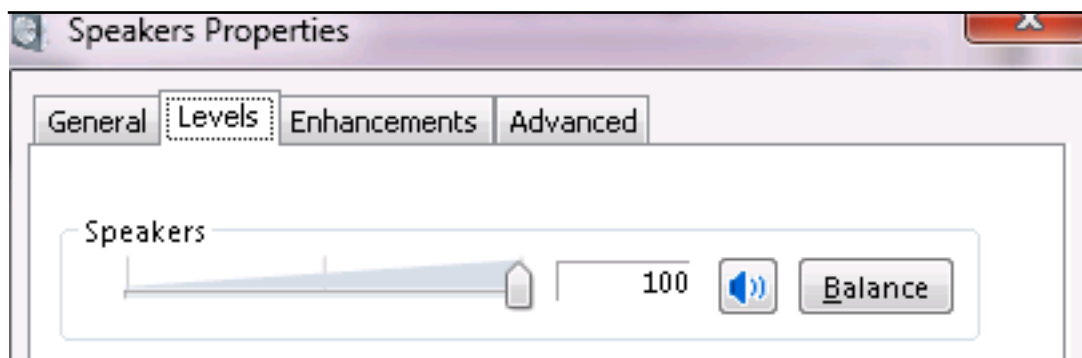
- Right click on the disabled Device>click the **Enable** option



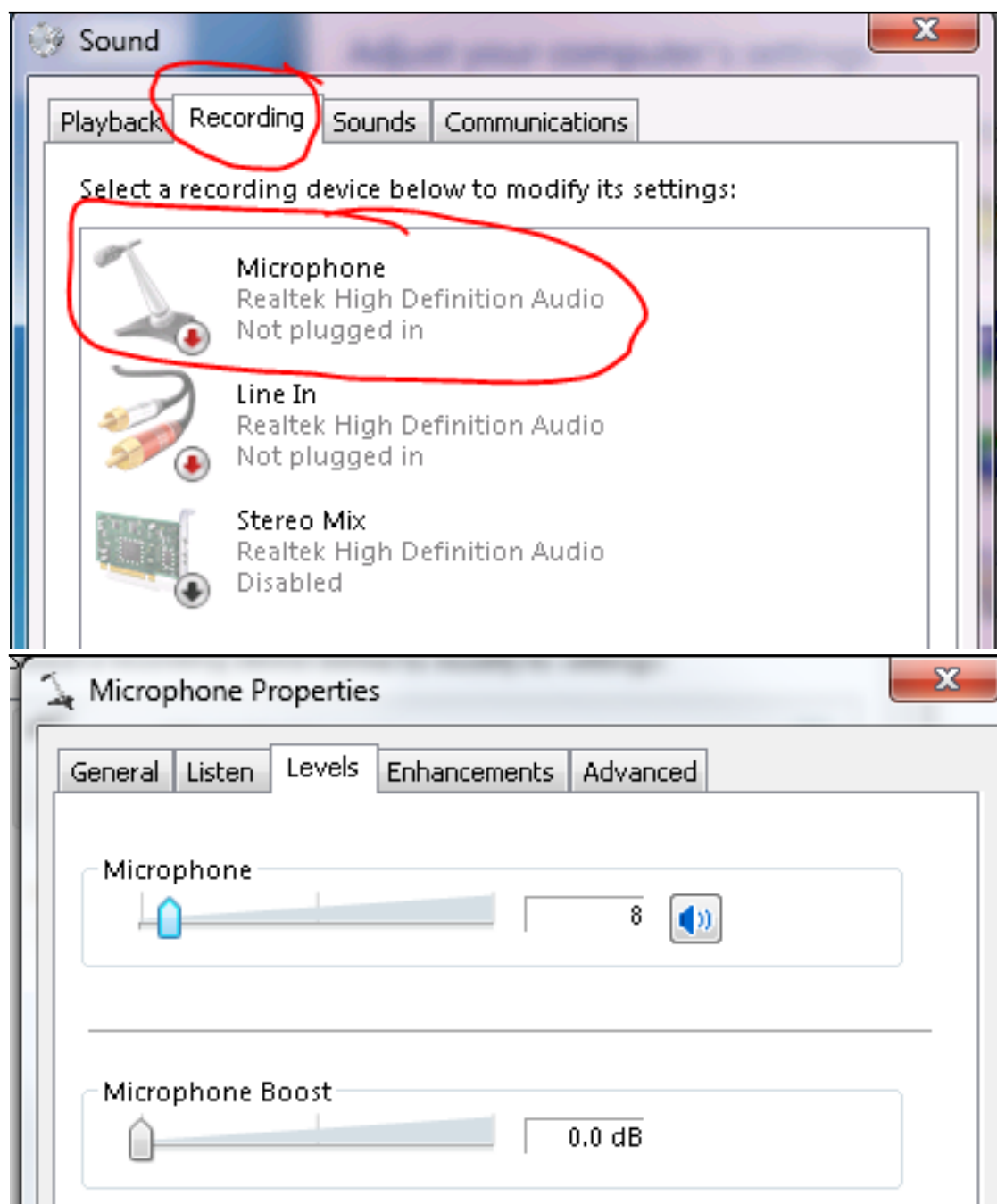
- Double click on the device to bring up its properties and go to the **Levels** tab



- 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



Online URL: <https://kb.lawrence.k12.ma.us/article.php?id=1038>