Some devices have the ability to use the Maxx Audio Pro utility to control audio input and playback. If the steps shown in "Verifying Microphone Settings" did not solve your audio problem, please follow the steps below to see if MaxxAudioPro is installed on your computer.

From the start menu, select All Apps. This will list the applications on your device in Alphabetical order. Scroll down to "M" and locate "MaxxAudioPro."

When MaxxAudioPro opens, select the playback button.

In the playback window, select the "Advanced" dropdown list.

In the Advanced dropdown list, ensure a checkmark is in place next to "Show pop-up dialog when device is connected". If no checkmark is in the box, click once on the box to place one there.

Close out of MaxxAudioPro and unplug your audio device from the computer. Plug your audio device back in, you will be prompted to select the type of device you've connected (Mic in, Line in, Headphones/Headset, External Speakers).
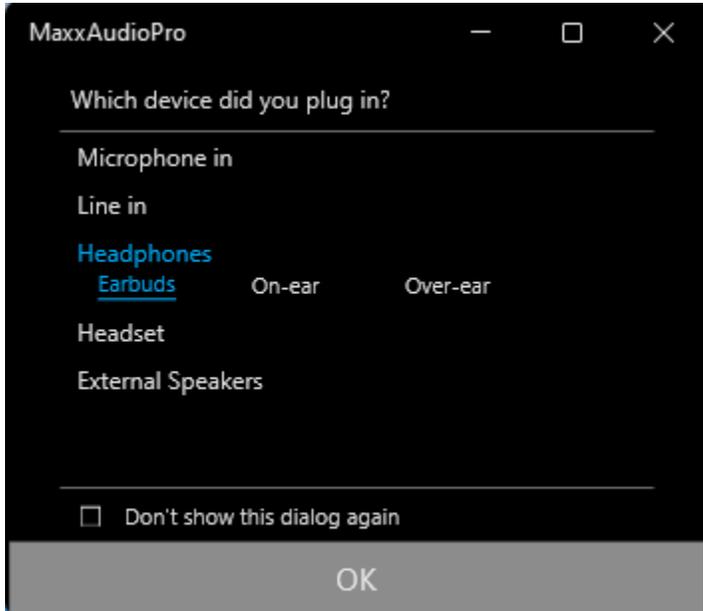
Select the device from the list that most closely matches what you've plugged in, and then select the "OK" button.

If after following all of the above steps your audio device(s) are not functioning, please contact the Technology Helpdesk for assistance.