# Audio Troubleshooting Tip sheet

<table>
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<th>To:</th>
<th>Do:</th>
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| **Select audio source** | • Press the Local button **IN** for computer-based audio.  
• Leave the Local button **OUT** for audio from the Listening Center console. |
| **Check/reset sound settings** | Mac  
• Click on the **System Preferences** icon located in the Dock. The **System Preferences** window will be displayed.  
• Click on the **Sound** icon at the end of the **Hardware** row. The **Sound** control panel window will be displayed.  
• Click on the **Sound Effects** tab. From the “Play alerts and sound effects through:” box, make sure that **KeyStudio IO** is selected. If not, use the ✳️ spin control arrows to select **KeyStudio IO**. Click on any alert sound. The sound should come through the headphones. If the audio does not come through the headphones follow the “Restart computer” instructions below.  
• Click the **Output** tab and select **KeyStudio IO** from the list.  
• Click the **Input** tab and select **KeyStudio IO** from the list. |
| **Restart computer** | Mac  
• Reboot the computer by selecting **Restart…** from the drop-down menu under the 🍎 icon. A confirmation window will be displayed. Click on the **Restart** button. Wait for the **Mac OS X** login window to be displayed.  
• Enter your **NetID** after the **Name:** box, your **NetID password** after the **Password:** box and click on the **Log In** button. In a moment, the **Desktop** will appear.  
• Follow the “Check/reset sound settings” instructions above. |