Troubleshooting Tips...

AUDIO NOT WORKING WHEN CONNECTED TO PROJECTOR



CHECK VOLUME LEVEL ON PROJECTOR AND SPEAKERS

Use projector remote to turn up volume. Use dial on speakers to turn up volume.



NO

Turn up volume did not work. Unplug projector and play sound.

√YES

Turn up volume worked.

Problem solved.

NO

No audio heard from computer. Check volume level on computer.

YES

Audio plays when projector unplugged. Plugin projector AGAIN. Select correct audio input - click on the speaker icon-> Speakers (Epson) OR USB C input.

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NO

Adjusting volume didn't work. Check input selection on computer (Click on volume icon - bottom right of screen select default (Speakers/Headphones).

NO

NO

Selecting Correct input didn't work. Check speaker connection to docking station OR projector.

YES

Selecting correct input for projector worked.

Problem solved.

Checking connect to docking station worked.

Problem solved.



NO

Selecting correct input did not work.

Check with TIST or TL for final trouble shooting.

Email helpdesk. Audio on computer not working.



Selecting correct input did not work for projector did not work.

Check with TIST or TL for final trouble shooting.

Email helpdesk. Audio connection to projector not working - let them know whether connected to a docking station OR directly via HDMI cord.

