

How to Make Your Sound Use the Internal Speakers—Macintosh

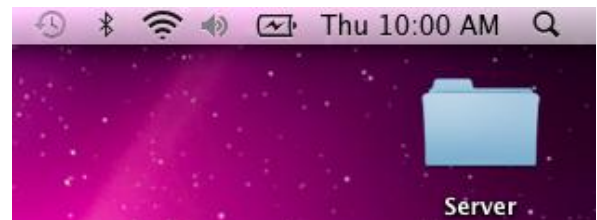
Use this handout if your computer is NOT producing sounds after using speakers or headphones

Description of the Problem:

After users have used external speakers or headphones with their computer, the internal speakers of the laptop may not produce sound, even after disconnecting all of the external audio-output devices.

Recognizing the Problem:

The VOLUME icon will appear grayed out and adjustment of the volume will not be possible; furthermore, a red light will often times be emitted from the Audio-Out port.



Correcting the Problem:

Plugging in the device that originally caused the problem may correct the issue. You may have to plug and un-plug the device several times before the problem is fixed. When the device is connected to the computer, the Audio icon will turn black again. The laptop is not working correctly unless the icon is black while the device is NOT plugged in. If AFTER five attempts, the internal speakers are still not producing sound, the user should submit a work-order.



Preventing the Problem:

To help prevent this error from happening, there are several tips a user should follow when using any device that plugs into the Audio-Out port:

- **Always carefully plug-in the device-** Forcefully shoving in the connector may misalign the internal switch in the port, creating sound problems.
- **Properly disconnect the device-** Yanking out the connector from the computer and removing the device while the computer is powered off or is shutting down can both create problems.
- **Applying pressure on the connector while it is inserted into the Audio-Out port-** Applying pressure to the connector can cause additional stress to be applied to the port, which in-turn can damage the laptop.