

I'm not hearing sound! Here's what you do...

## In the Main Room:

1. Make sure the volume is turned up and that the speakers are on. **You should never turn the system sound down in the main room. Only turn the volume up and down at the mixer.**

2. Make sure the mixer is set up correctly. More detailed instructions may be found on the FAQ at

<http://remlabs.blogs.rice.edu/files/2015/05/HOW-TO-USE-THE-BOARD-IN-REMLABS-1wnyfbc.pdf>

but the basics are here:

- a. Press **3** on **User Defined Keys** (bottom right keys on the mixer)



b. **Press Master** (bottom left below the display on the mixer)

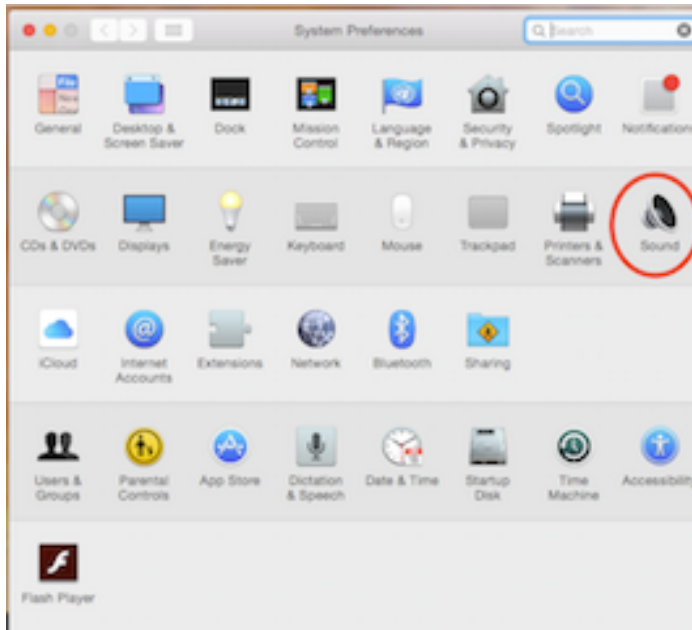


c. Turn up **faders 1 and 2** on the mixer



**If the problem persists in the Main Room:**

3. Under the **Apple Menu**, check **Sound** in **System Preferences**



4. Make sure that **Ensemble** is selected for both the **Input** and **Output**



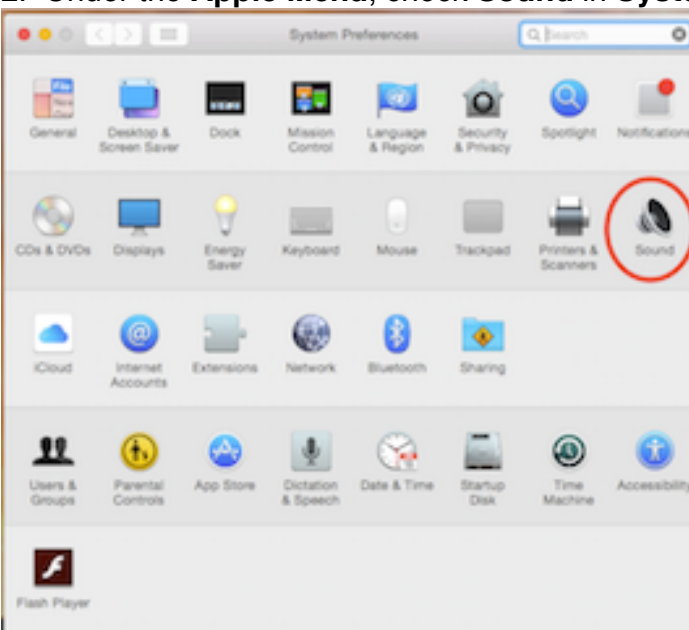
5. Restart the computer and restart the Ensemble by **pressing and holding the power button twice**



## In Rooms B, C, and D:

Try rebooting first, then follow these instructions:

1. Make sure the volume is turned up and that the speakers are on.
2. Under the **Apple Menu**, check **Sound** in **System Preferences**



3. Make sure that **Duet** is selected for both the **Input** and **Output**

