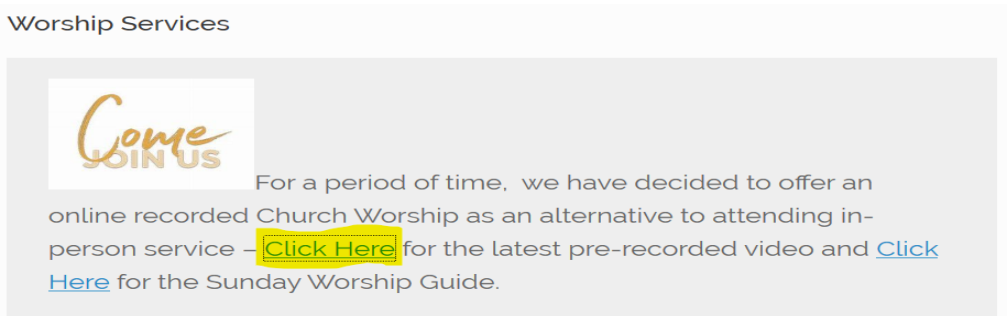


Tips to fix your Low or No Audio/Sound when watching YouTube videos on your computer. This article focuses on Windows based computers (not Apple devices)

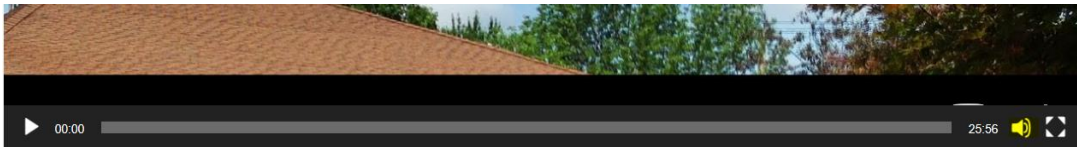
The Church's Sunday Worship service is a video being broadcasted by YouTube, so the first step in solving your issue to confirm that your YouTube volume is set accordingly.

**Steps to follow:**

1. Launch the Church website by clicking on the URL that follows:  
<https://umcshelton.org/worship-services/sunday-worship/>
2. The Worship page should open in your default browser window e.g. Microsoft Windows or Google Chrome, and you see the following paragraph below:



3. When you see the message above, please click on the link in your browser window associated with the pre-recorded video (as I have highlighted above).
4. At this point, you should be seeing the Church video in your browser window. Click play, either on the video screen or on the toolbar below the video.
5. Now look at the tool bar below the video to check your video sound setting. See below for a reference to the speaker/volume icon (highlighted in yellow).



6. Click on the speaker/volume icon to reveal a slide bar. That adjustable slide bar can be moved up or down to adjust the volume level.




7. If the speaker icon looks like this then its been muted, and simply clicking on the icon will give you an opportunity to unmute the sound.

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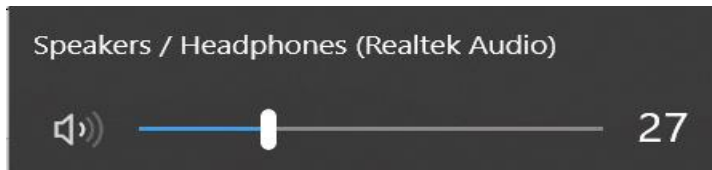
**More Troubleshooting**

If that doesn't work, let's check your computer sound settings to ensure they are not muted or set to a low volume level. Please look at the lower-right corner of your

screen for the following: . You should also see a speaker/volume icon there as well – in yellow on my screen.



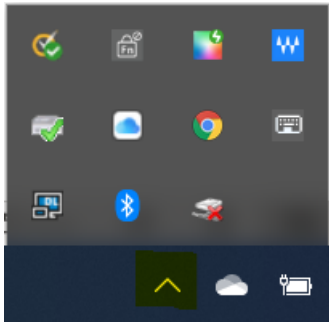
Click on that icon to reveal the following speaker setting. Now while the video in browser is still running, adjust the volume on our PC using the slider.



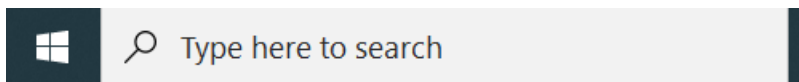
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### What? No Speaker Icon in your Computer taskbar?

Not a problem. Another way to look for the speaker settings is either click on the Up Arrow (highlighted below) on your taskbar, then right-clicking on the speaker icon to see your sound settings. One thing you're going to be looking for is any evidence in your settings that the speakers are muted, otherwise use the settings to adjust your speaker volume.



If you cannot see the Up Arrow in your taskbar (as we described above), then another way to get to your settings is to type in the words – Sound Setting Into the search box that appears in the lower left of your Windows desktop.




The results of the search should reveal the following window of choices. Click on "Open" to adjust your volume settings or use the troubleshooting available on Same screen that appears -Fixing Sound Problems.



## Sound settings

System settings

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 Open

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### **Get quick help from web**

Setting up a microphone

Fixing sound problems

We hope that these steps aid you in some way to repair the audio problems on your computer. If not, please feel free to leave your contact information on the Church voicemail system. We will get back to you with some other ideas.