



LMS: My CHI Knowledge Hub – The HUB
FOR: All
TOPIC: Troubleshooting Sound Issues in the HUB

Perform the following actions before contacting IT Helpdesk

1. Power down the computer.
2. Power on computer.
3. Click on **Internet Explorer**  located at bottom left corner of the screen
4. *Click* on the gear  located in the upper right corner of the screen
5. Scroll down menu and select **Internet Options**
 - a. Click on **Advanced** tab
 - b. In the **Settings** window scroll to **Multimedia** section
 - i. Check the box for the following options:
 1. Play animations in webpages
 2. Play sounds in webpages
 - ii. *Click* **Apply**
 - iii. *Click* **Ok**

If you are accessing The HUB while performing the above steps, please log out then log back into the HUB. The sound should be enabled and working properly.

If sound is not working after performing the above steps, please call IT at (423) 495-7604.