

TIPS TO IMPROVE THE QUALITY OF YOUR AUDIO AT HOME

The overall sound quality you hear when joining an online service will be significantly affected by the type of device you are using (desktop computer, tablet or iPad, iPhone or Android phone) and how old it is. Newer devices will have better in-built speakers.



1. Check you have the sound at the right level

All devices have default sound settings and allow you to turn the sound up. Make sure you have the sound turned up to the maximum safe level.

2. Check what browser you are using

Facebook works best on Google Chrome, Mozilla Firefox, Safari and Microsoft Edge. This tip doesn't apply if you are using the Facebook app.

3. Turn off Bluetooth

If you are using a phone or tablet, turn off Bluetooth. On most phones or tablets you can do this by swiping down from the top of the screen to reveal the Quick Settings and then tapping the Bluetooth icon so it turns grey.

4. Turn off Do Not Disturb Mode

Do Not Disturb Mode must be turned off as this will mute all speaker and headphone volume.

5. Check your phone/tablet case

If you are watching on a phone or tablet with a case, check if the case is interfering with your sound output. Many cases that you can buy don't quite fit as effectively as those from the manufacturer, some partially cover the external speakers or headphone jack which impacts the sound.

You can check this easily by listening to something with and without the case on to see if there's any difference.

6. Consider headphones or an external speaker

Generally speaking, most devices are not designed with sound quality as the top priority (unlike TVs where sound and picture quality are both important). If none of the other tips work, consider using headphones or an external speaker.

Newer headphones or external speakers will have better sound quality. If you are using the earphones that came in the pack with your smartphone or tablet, please be aware that these are generally poor quality compared to a good quality headphone.

If you're not able to buy new headphones or external speakers, there are ways to get the most out of the equipment you already have:

- Brush the dust off your external speakers. If your speakers aren't providing as clear audio as they used to, try cleaning them out. A compressed air can works best if you have it, but a clean brush can do the trick too.
- Clear the lint out of your headphone jack. Lint can get trapped in your headphone jack and compacted down further when plugging in **headphones**. You can use a sewing needle or safety pin to skewer bits of lint and scoop them out.
- Test your headphones to see if they are shorted. If your headphones are fairly old, heavily worn, kinked in places from repeated spooling and unspooling, or have gotten wet more than a few times, they're more likely to die on you from wiring coming undone or shorting out. Try out a different set of headphones and see if your sound comes back.