Fixing headphone and/or microphone issues on the Dell 3310 Student Laptops

There is a software update available in the PSD software center that will fix the problem with the Dell 3310 student laptops.

First, restart the laptop by following these steps:
1. Press "Ctrl-alt-delete' buttons simultaneously.
2. In the bottom right corner, click the 'power' icon (circle with a vertical line cutting through the top of the circle).
3. Once you have clicked that icon, choose the 'restart' option.
4. Log back into your laptop.

Next, follow these steps to install the audio update from the PSD software center:

1. Once you are logged back into the laptop and the desktop is up, click in the search bar on the bottom left corner of the screen.
3. Begin typing the words 'software center' on the keyboard, and the icon should appear. Click on the "software center' icon.
4. Once the software center has opened, look for the "Dell Latitude 3310 Audio Driver" icon.

Dell Latitude 3310
- Audio Driver - I...
Realtek
6.0.8940.1
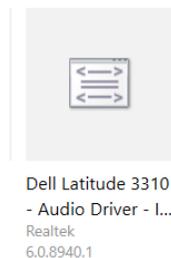
5. Click the "Dell Latitude 3310 Audio Driver" icon, then at the next screen, select "Install." You will see the status of the installation on the screen. Please do not restart or shut down your computer until the installation is complete.
6. Once the installation is complete, you will need to <mark>restart the laptop</mark>. Press the "Ctrl-alt-delete' simultaneously, and choose the 'power' button in the bottom right corner. Select 'restart'.'
7. At this point, the headphone jack should start working when headphones are plugged in.

If the headphones still do not work after you have installed the update and restarted, please email webberms@psdschools.org for further assistance.