

Microphone and Speaker Tests

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Here are some methods of testing your microphone and speaker setup.

1. Verify your speakers are hooked up correctly.

1. Visit Richard Farrar's Speaker Test page at <http://www.richardfarrar.com/are-your-speakers-wired-correctly/>
2. Scroll down to **Balance Test** and find the "Centre Balance Test". Click the **Play button**. You should hear a woman's voice.
3. **If you do not hear anything, refer to our [Troubleshooting Audio](#) article to help troubleshoot your speakers.**

2. Verify your speakers and microphone work for browser-based VRI calls.

1. Close all browser windows and VRI Direct windows.
2. If you're testing a headset, plug it in now, or make sure it's plugged in.
3. Open a browser and visit <https://test.webrtc.org/>.
4. Start the test by clicking the button found at the top of the page.
5. If any of the tests fail, see our [Troubleshooting Audio](#) article.
6. You may need to reboot your computer if you just plugged in your mic.
7. You may need to set your operating system's microphone level to 50% to help prevent feedback or echo. Windows users: Go to Start > Control Panel > Sounds, then select the Recording tab, double-click your mic to access its properties, and then adjust the level from the "Levels" property tab. Mac users: Access similar controls from System Preferences > Sound

If the above tests work great but your VRI calls still don't use the microphone you expect, you can switch to your preferred mic during your VRI call:

1. While in a VRI call, click the "Options" button on the Call Control Bar.
2. Select "Settings".
3. Select your preferred mic from the Microphone drop-down.