

Troubleshooting Audio Issues

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Occasionally, when a call connects the microphone and speakers may not be configured properly, particularly when first using the system. Follow these steps to troubleshoot the problem:

Click the

1. Initiate a call with an agent (agents should request a manager to place a call to them)
2. Once in the video session, move your mouse anywhere in the video window to bring up the Call Control Ba.
3.  button in the Call Control Bar, located to the left of the red hangup button.
4. Select SETTINGS
5. Choose a different microphone and then speak into it. You should see the green level indicator respond to sound. If you don't see the level indicator respond, see below for more microphone troubleshooting.
6. Click Play Test Sound and verify you can hear the test sound.
7. Click CLOSE

If your microphone and speaker problems persist, continue with these additional steps:

Windows Users

Microphone:

1. Right-click on the speaker icon in the Task Bar (usually located across the bottom of the desktop), select RECORDING DEVICES
2. Speak into your mic and identify if the green level indicator is registering sound input
3. If you are using a headset that has physical buttons or dials to control the volume and mic muting, check those control buttons to make sure the headset is not muted, then go back to Step 2.
4. Select the Properties box, select LEVELS tab, adjust the volume of the microphone
5. Click APPLY

Speakers:

1. Right-click on the speaker icon, select PLAYBACK DEVICES
2. Identify if the green level indicator is registering sound input
3. If you are using a headset, check the headset control (if any are inline between plug and earpiece) to

make sure it is not muted.

4. Select the properties box, select LEVELS tab, adjust the volume of the speakers
5. If you have a "Default Device" and a "Default Communication Device", make sure that the "Default Communication Device" is the same as the "Default Device".
6. Click APPLY
7. Now open Google Chrome and go to Youtube. Start playing a video. Hover over the video app to find the video's volume slider and make sure it is not muted and the slider is at least 50% up. If you hear sound, then close Chrome -- you're done. If you don't hear sound, continue to the next step.
8. Right-click the speaker icon again and select "Open Volume Mixer" -- this will list out each app you have open and their current volumes.
9. If "Chrome" app is listed, it means the app has a different setting from the main volume controls. You'll see the Chrome icon with a volume slider and a mute/unmute icon beneath it. Make sure the app is not muted and the slider is at a comfortable level. You should start hearing the Youtube video.
10. Close the Volume Mixer and Chrome.