# Headset & Speaker Setup

#### Introduction

Process details how to set up the headset and speakers on your computer when working from home.

There are 2 sections:

- Check Sound Settings
- Check Sounds

#### Details

#### **Check Sound Settings**

With the headset that you have plugged in via USB, it will require you to **DISABLE** the speakers on your desktop/laptop/any external speakers. This is **NOT** on your Virtual Machine, this is to be completed on your **NORMAL** desktop.

1. Right-click on the **speaker** in the bottom right-hand corner of your desktop screen.



2. Select 'Open Sound Settings'.



3. Once opened, select 'Manage Sound Devices'.

Settings	– 🗆 X
ப் Home	Sound
Find a setting ${\cal P}$	Output
System	Choose your output device
	Speakers (Jabra EVOLVE 20)
🖵 Display	Certain apps may be set up to use different sound devices than
40 Sound	the one selected here. Customize app volumes and devices in advanced sound options.
Notifications & actions	Device properties
入 Focus assist	Master volume
0 10003 4350	¢» 91
O Power & sleep	▲ Troubleshoot
🖙 Battery	Manage sound devices
📼 Storage	
다. Tablet mode	Input
	Choose your input device
	Microphone (Jabra EVOLVE 20)

- 4. This will allow you to manage the devices for sound input and output. It may say Jabra, Sennheiser or another manufacturer. Select any **device** under '**Output devices**' and '**Input devices**' and select "**Disable**" to allow your Headset to function properly and assure that you and the customer can hear each other.
  - A. This will leave your Sennheiser headset as the only enabled source of input and output. They will move down to the 'Disabled' section and will be able to be enabled for normal use of the station on your personal time.



5. This may look a little different for some of you if you are not working off of a Windows 10 based system but should have very similar steps to follow.

#### **Check Sounds**

1. Right-click on the **Sound** icon on your **toolbar**.



2. Select Sounds.



A. If you don't see this icon on your taskbar, look for the Speakers icon.



B. Right-click on Speakers and choose Open Sound Settings.



C. On the far right side of the screen click on **Sound Control Panel**.



 Check and make sure only your Headset Earphone is listed with a Green Check or Green Phone icon under the Playback Tab.

Sound				×
Playback p	lecording Sou	unds Communicatio	ins	
Select a pl	layback device	below to modify it	s settings:	
	Headset Ea CORSAIR V Default Co DELL E2420 Intel(R) Dis Disabled	I <b>rphone</b> IRTUOSO SE Wirele mmunications Devi I <mark>H</mark> play Audio	ess Gaming Headset	
Q,	Speakers Realtek(R) Default De	Audio vice		
	Headphon Realtek(R) ) Not plugg	es Audio ed in		
<u>C</u> onfigu	ire	<u>S</u> et D	Default V Properties	
		OK	Cancel Apply	

4. Right-click on the **non-Headset device** and choose **Disable**. Do this for each device you don't want sound to go through.



5. The screen should now only show one default Audio device selected and in use.

Headset Earphone CORSAIR VIRTUOSO SE Wireless Gaming Headset Default Device
DELL E2420H Intel(R) Display Audio ) Disabled
Speakers Realtek(R) Audio Disabled
Headphones Realtek(R) Audio ) Not plugged in

- 6. Right-click on the **Headset Earphone** and go into **Properties**.
  - A. Select **Advanced** Tab, for the Default Format select the lowest quality possible.
  - B. We prefer telephone quality **8,000**, but some headsets only have 41,000 as the lowest, these have been working, but 8,000 works better.
  - C. Click **OK**.

eneral L	evels A	dvanced	Spatial sound		
Default	Format				
Select in shar	the samp red mode	le rate ar	nd bit depth to I	be used when	running
1 cha	nnel, 16 ł	oit 48000	Hz		Test
1 char	nnel, 16 b	it, 8000 H	tz 🗾		
1 char	nnel, 16 b	it, 16000	Hz		
E1 char	nnel, 16 b	it, 32000	Hz		
1 char	nnel, 16 b	it, 44100	Hz		
1 char	nnel, 16 b	nt, 48000	Hz	this	levice
Hardwa	are Accele	ration	ppreactoris pre	, incy	
			and an at an at		
	ow hardw	are accel	eration of audio	o with this devi	ce
	re Defau	ts			
Resto					
Resto			_		
Resto		6	OK	Canaal	Analy

7. Next, click on the **Recording** Tab. If you see two items with the **Green check** or **Green phone** icon, we will need to disable one.

	Microphone
30	2- HD Pro Webcam C920 Default Communications Device
<b>6</b>	Headset Microphone CORSAIR VIRTUOSO SE Wireless Gaming Headset Default Device
	Jack Mic Realtek(R) Audio
<b>3</b> ()	Not plugged in
	Stereo Mix Realtek(R) Audio
۲	Disabled

8. Right-click on the **non-Headset device** and choose **Disable**.

	2- HD Pro Webcam C93 Default Communic	20
	Headset Micropho	Configure Speech Recognition
	CORSAIR VIRTUOS Default Device	Set as Default Device
	Jack Mic Realtek(R) Audio Not plugged in	Show Disabled Devices Show Disconnected Devices
	Stereo Mix Realtek(R) Audio	Properties
•		

9. You should now see only one default and selected microphone under the **Recording** tab.



- 10. Right-click on the **Headset Earphone** and go into **Properties**.
  - A. Select **Advanced** Tab, for the Default Format select the lowest quality possible.
  - B. We prefer telephone quality **8,000**, but some headsets only have 41,000 as the lowest, these have been working, but 8,000 works better.

#### C. Click **Apply** and then **OK**.

General	Levels	Advanced	Spatial sound		
Defa	ult Form	at			
Sele in st	ct the sa hared mo	mple rate a ode.	nd bit depth to be u	used when runnir	ng
1 d	nannel 1	16 bit. 48000	) Hz	Test	t
1 cł	nannel, 1	6 bit, 8000	Hz 🚽		
1 ch	nannel, 1	6 bit, 16000	) Hz		
E1 ch	nannel, 1	6 bit, 32000	Hz		
1 cr	nannel, 1	6 bit, 44100	) Hz	this device	
1 CI	iarinici, i	0 010, 40000	/112	this device	
	Sive exclu	usive mode	applications priority	/	
Hard	ware Ac	eleration			
	mare Ac				
	llow ha	dware acce	leration of audio w	th this device	
Res	tore Def	aults			
			OK	Cancel	looly

- 11. For these settings to take effect you may need to sign out of the machine and sign back in. Closeout of your applications and **Sign out** of the machine.
- 12. When you sign back in the new changes should be saved and showing.

## **Related Articles**

### **Revision History**

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