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:

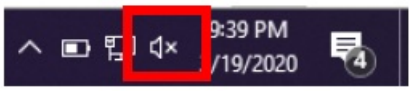
- Check Sound Settings
- Check Sounds

Details

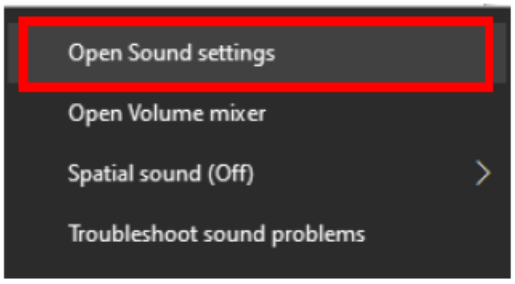
Check Sound Settings

Important: If you are using a USB headset, disable the built-in speakers on your physical computer (desktop, laptop, or any connected external speakers). Do **not** perform this step on your Virtual Machine (VM). These changes must be made on your local computer.

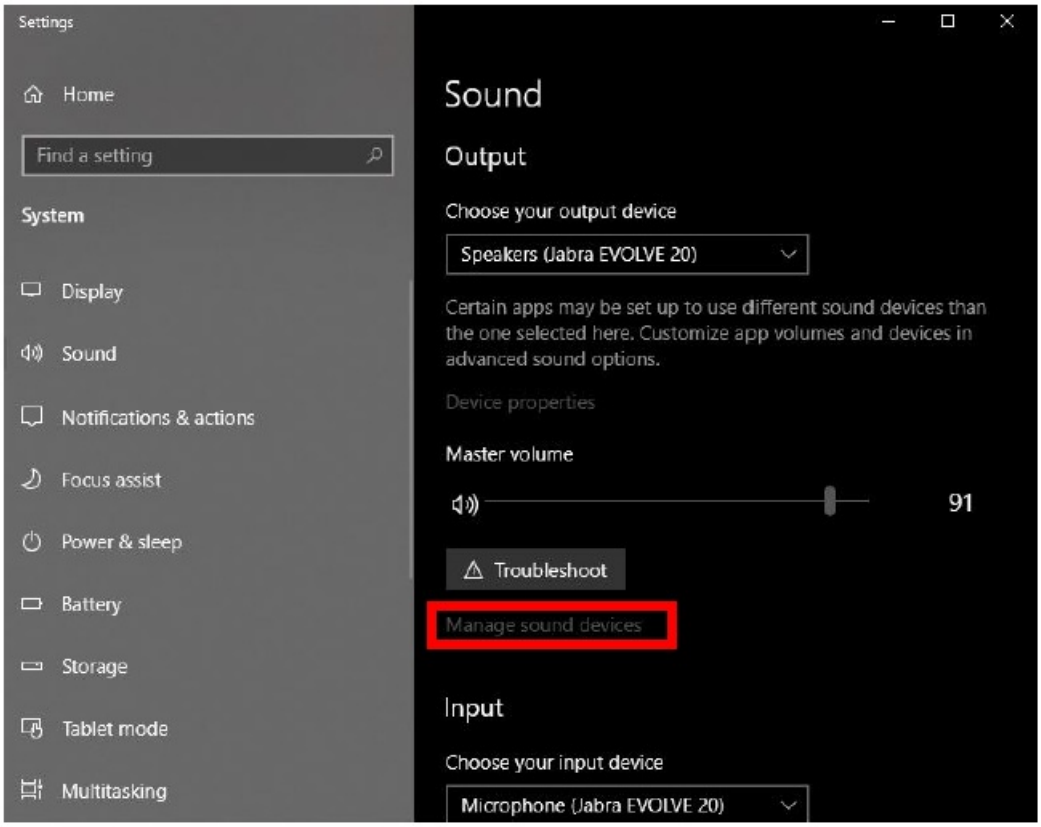
1. Right-click on the **speaker** in the bottom right-hand corner of your desktop screen.



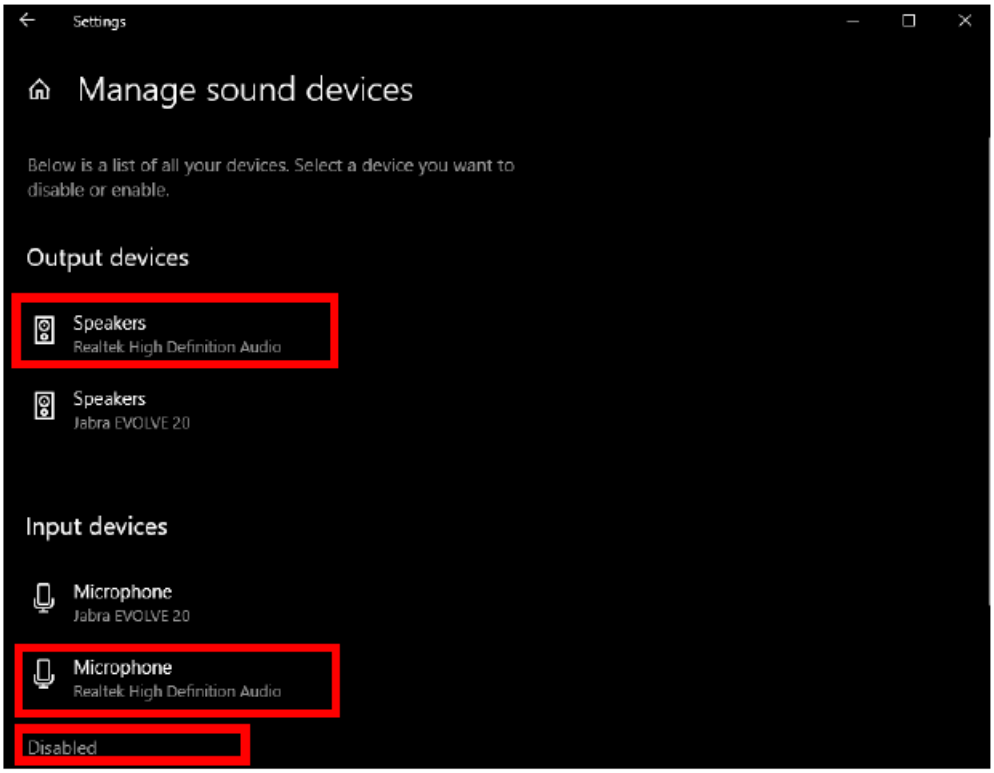
2. Select '**Open Sound Settings**'.



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



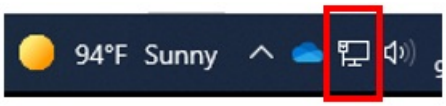
4. This will allow you to manage the devices for sound input and output. It may say Jabra, Sennheiser or another manufacturer. Select any **device** under '**Output devices**' and '**Input devices**' and select "**Disable**" to allow your Headset to function properly and assure that you and the customer 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.



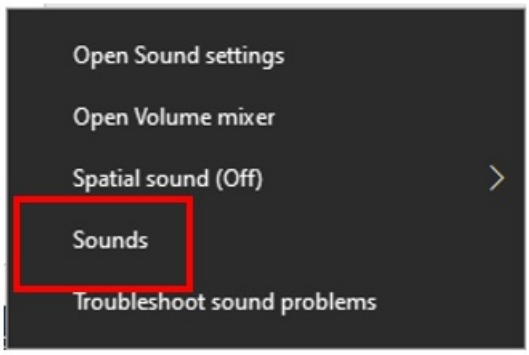
5. This may look a little different for some of you if you are not working off of a Windows 10 based system but should have very similar steps to follow.

Check Sounds

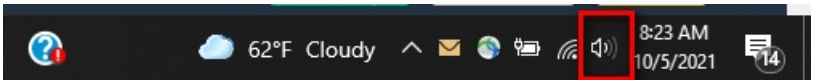
1. Right-click on the **Sound** icon on your **toolbar**.



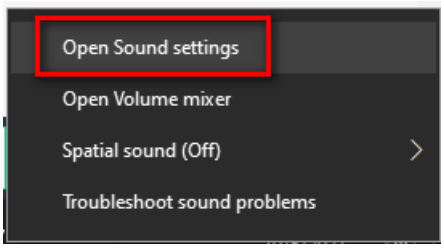
2. Select **Sounds**.



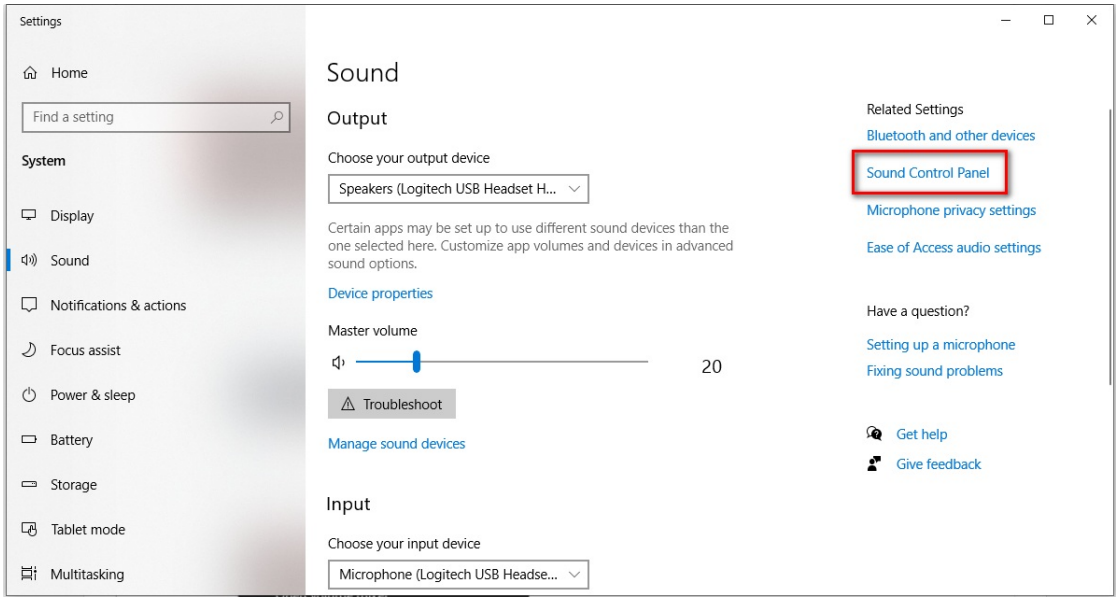
A. If you don't see this icon on your taskbar, look for the Speakers icon.



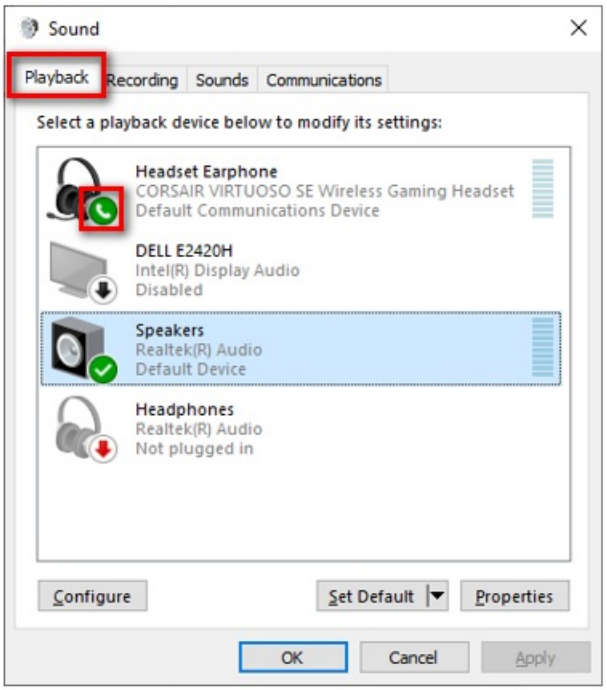
B. Right-click on **Speakers** and choose **Open Sound Settings**.



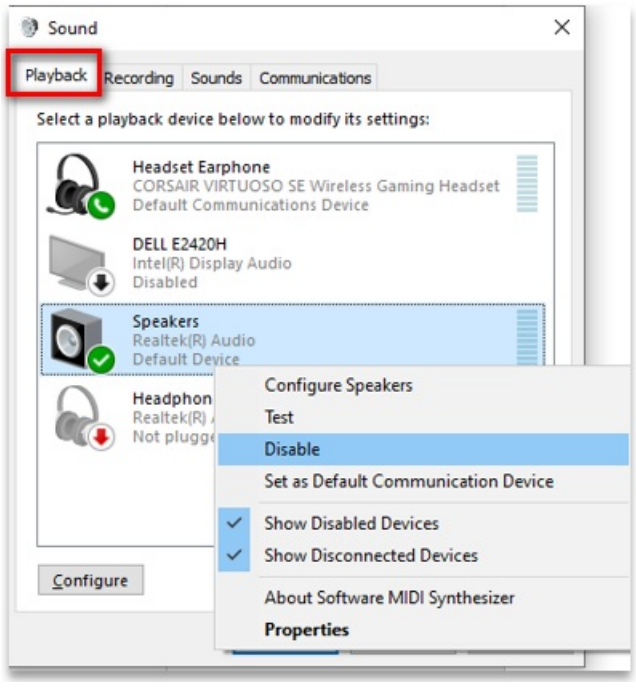
C. On the far right side of the screen click on **Sound Control Panel**.



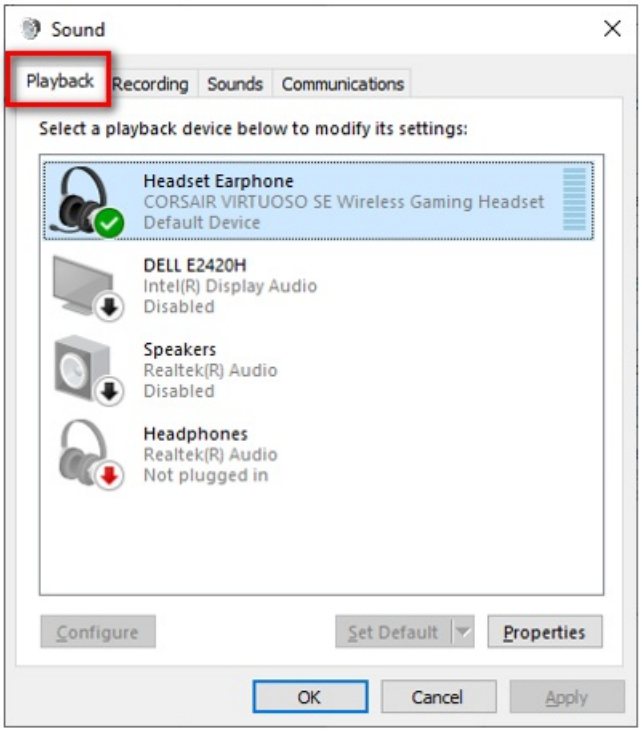
3. Check and make sure only your **Headset Earphone** is listed with a **Green Check** or **Green Phone** icon under the **Playback** Tab.



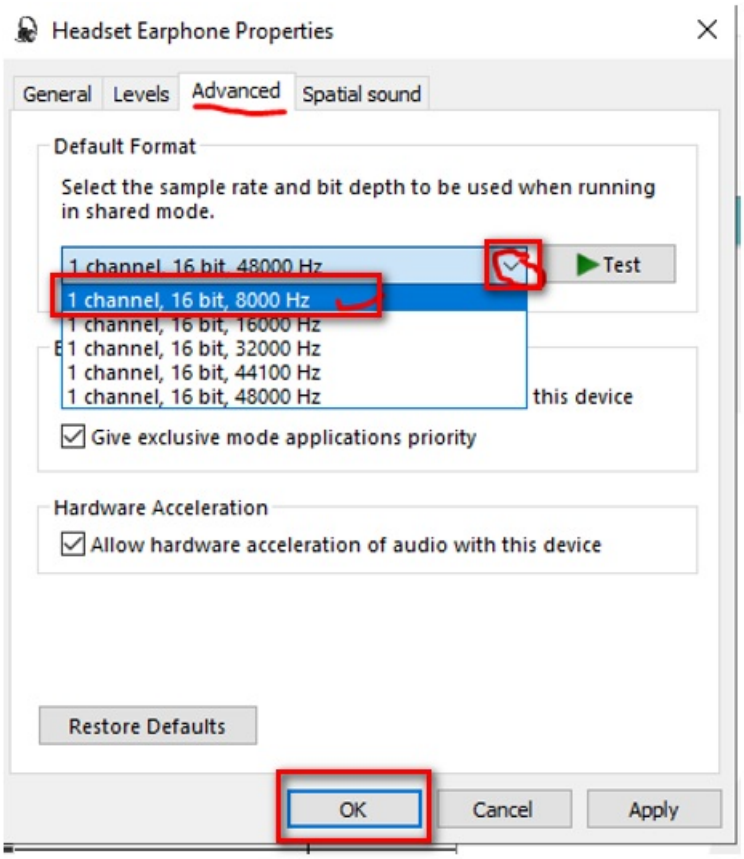
4. Right-click on the **non-Headset device** and choose **Disable**. Do this for each device you don't want sound to go through.



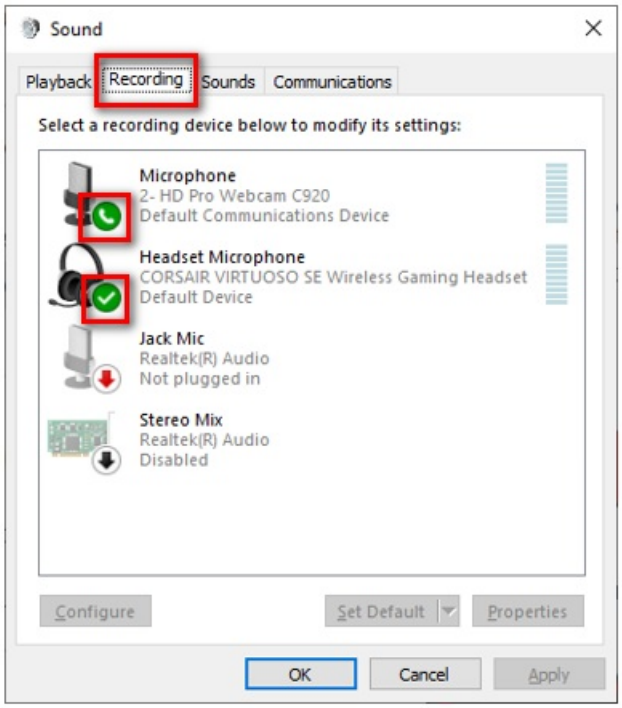
5. The screen should now only show one default Audio device selected and in use.



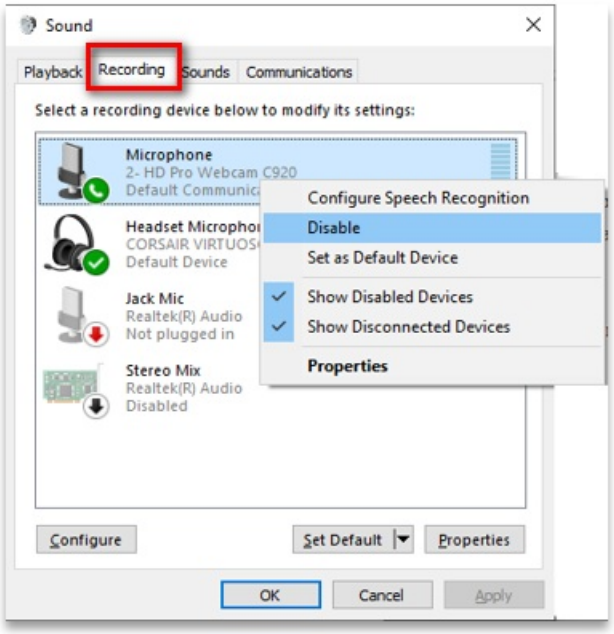
6. Right-click on the **Headset Earphone** and go into **Properties**.
    A. Select **Advanced** Tab, for the Default Format select the lowest quality possible.
    B. We prefer telephone quality **8,000**, but some headsets only have 41,000 as the lowest, these have been working, but 8,000 works better.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



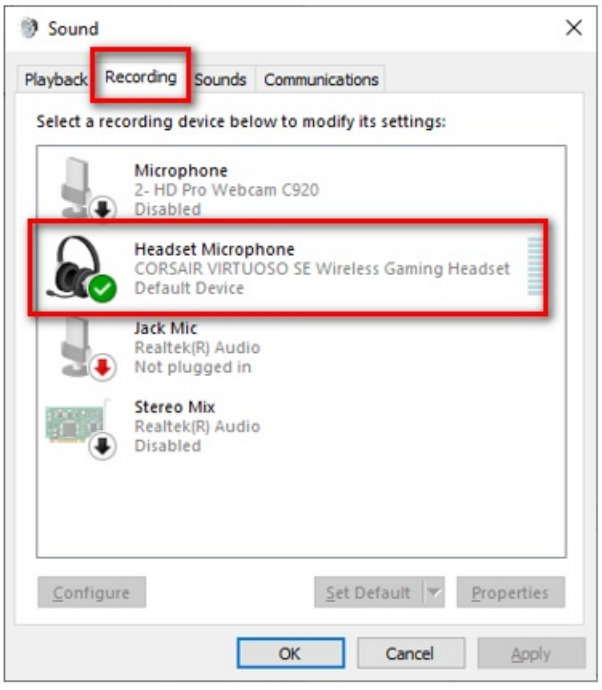
7. Next, click on the **Recording** Tab. If you see two items with the **Green check** or **Green phone** icon, we will need to disable one.



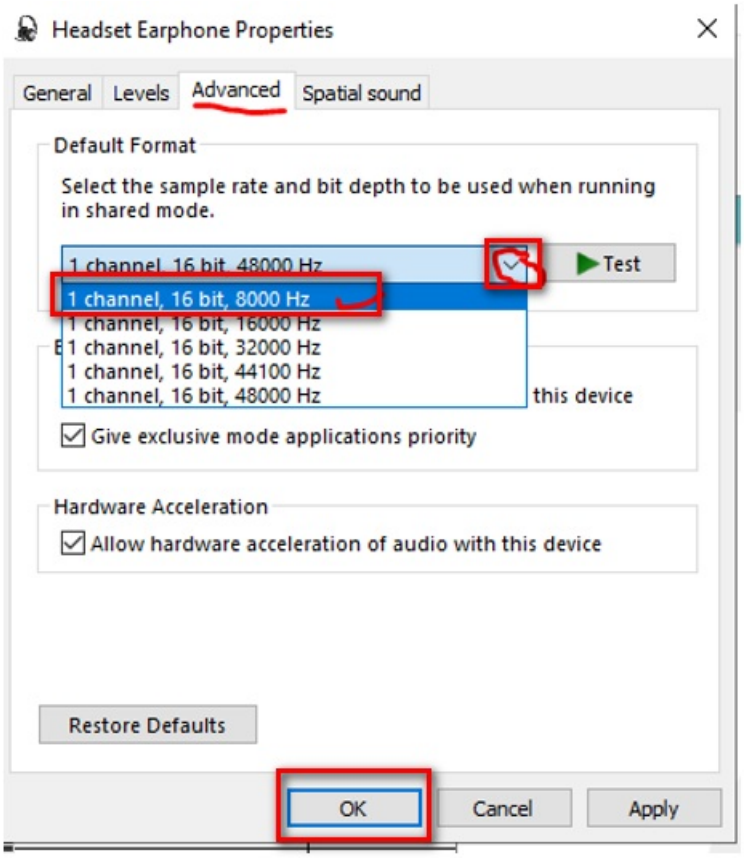
8. Right-click on the **non-Headset device** and choose **Disable**.



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**.



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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