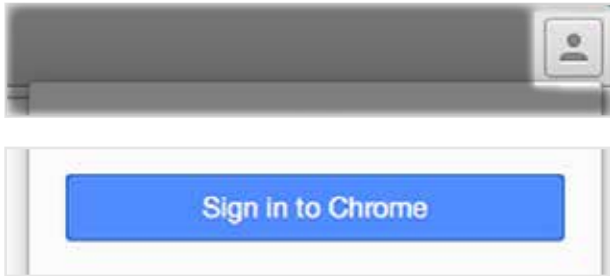


🔊 | Dialpad: Audio Settings

Having problems with the sound during a call? There are many factors that can influence the quality of a call from network speed to background noise. This guide will take you through the steps necessary to ensure that your computer and microphone are configured properly.

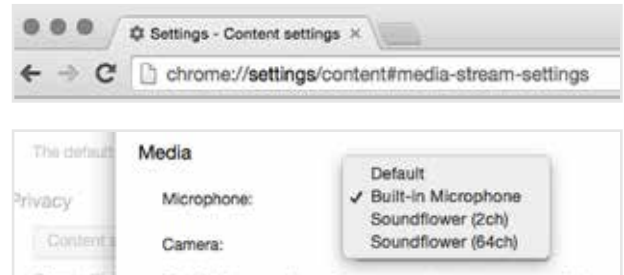
CHROME

- 1 First make sure you are **signed in to Chrome**. You may have to click on the icon in the top right to log in.



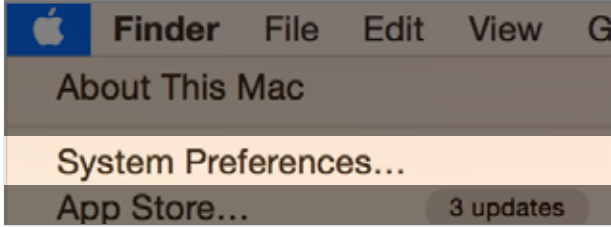
- 2 Type in the address bar:
`chrome://settings/content#media-stream-settings`

- 3 Your microphone should be set to the device that you are currently using. That is, **anything but Default**.

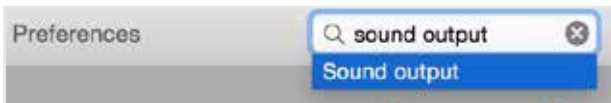


MAC

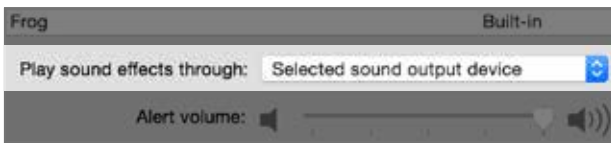
- 1 Open System Preferences in Mac OSX (the Apple icon on the top left of the screen)



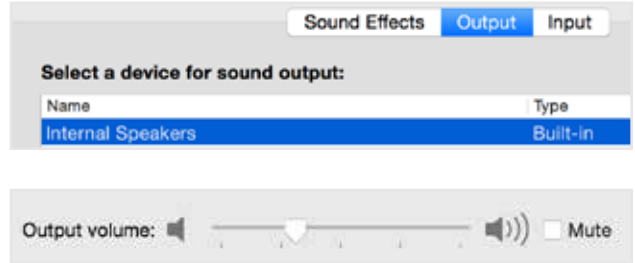
- 2 Go to Sound



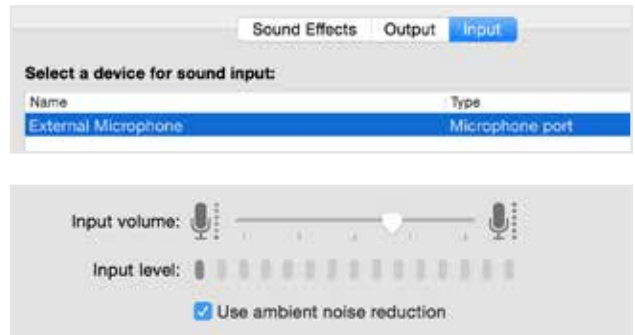
- 3 In the Sound Effects tab, make sure Play Sound Effects Through is set to device you want to use. Also make sure output is not muted.



- 4 In the Output tab, make sure the device you are using is highlighted. Also make sure the output is not muted.



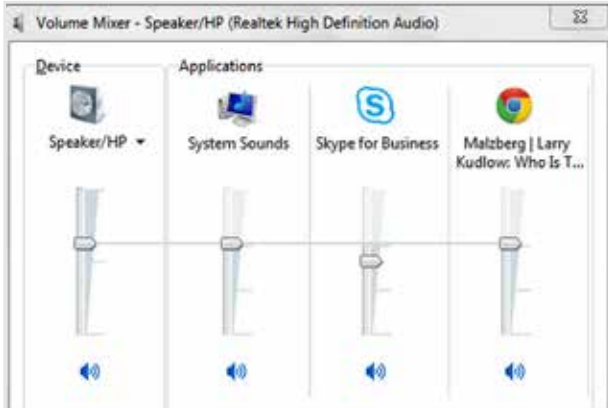
- 5 In the Input tab, make sure the device you want to use is highlighted. Next make sure the Input volume is set appropriately. To test, say a few words into the microphone and the Input level should rise and fall.



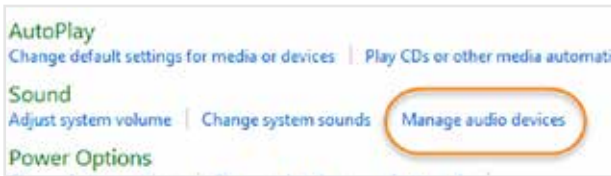
If all settings are correct, then log out of your computer and log back in so the browser recognizes the settings correctly.

WINDOWS

- 1 In the Control Panel, go to **Sound** and then **Adjust System Volume**. Make sure no audio channel is muted.



- 2 In the Control Panel, go to **Sound** and then **Manage Audio Devices**



- 3 In the **Playback** tab, right click on **Speakers** and set them to **Default Device**. Disable any other device you are not using.



- 4 In the **Recording** tab, right click on the USB or Bluetooth headset you want to use for phone calls and set it to **Default Communication Device**. Disable any other device you are not using.



If all settings are correct, then log out of your computer and log back in so the browser recognizes the settings correctly.

DIALPAD