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III | 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



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



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



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



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MAC



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



Go to Sound

Trackpad

Preferences

Mouse

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

	Sound Effects	Output	Input
Select a device for sound o	output:		
Name			Туре
Internal Speakers			Built-in
Output volume:		— (D)	Mute



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Q sound output

Sound

Sound output

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 levelshould 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.



Printers &

Scanners





WINDOWS



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

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Speaker/HP •	System Sounds	Skype for Business	Malzberg Larry Kudlow: Who Is T
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In the **Control Panel**, go to **Sound** and then **Manage Audio Devices**

AutoPlay Change default settings for media or devices Pla	ay CDs or other media automati
Sound Adjust system volume Change system sounds	Manage audio devices
Power Options	



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





Speaker/HP Realtek High Definition Audio Default Device



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.

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