

Confirming microphone & headset settings on a PC





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For Microsoft
Windows users

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For Apple OS
users

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1. Opening sound settings

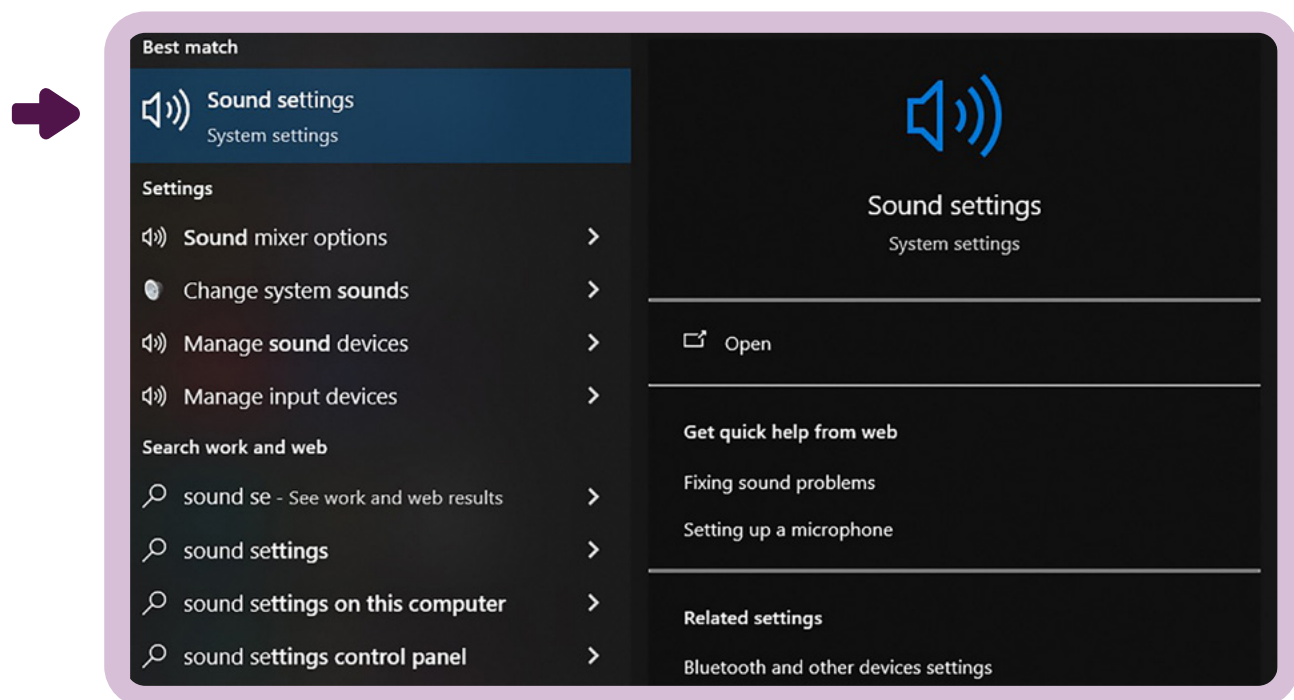


1.1 Ensure the wired headset is connected to the computer via a USB or headphone port. Please see the [Centre requirements guide](#) for information on acceptable headsets.

1.2 Click on the Windows icon (start button) to open the start menu.



1.3 Type 'Sound settings' into the start menu. Then click to open the sounds settings.

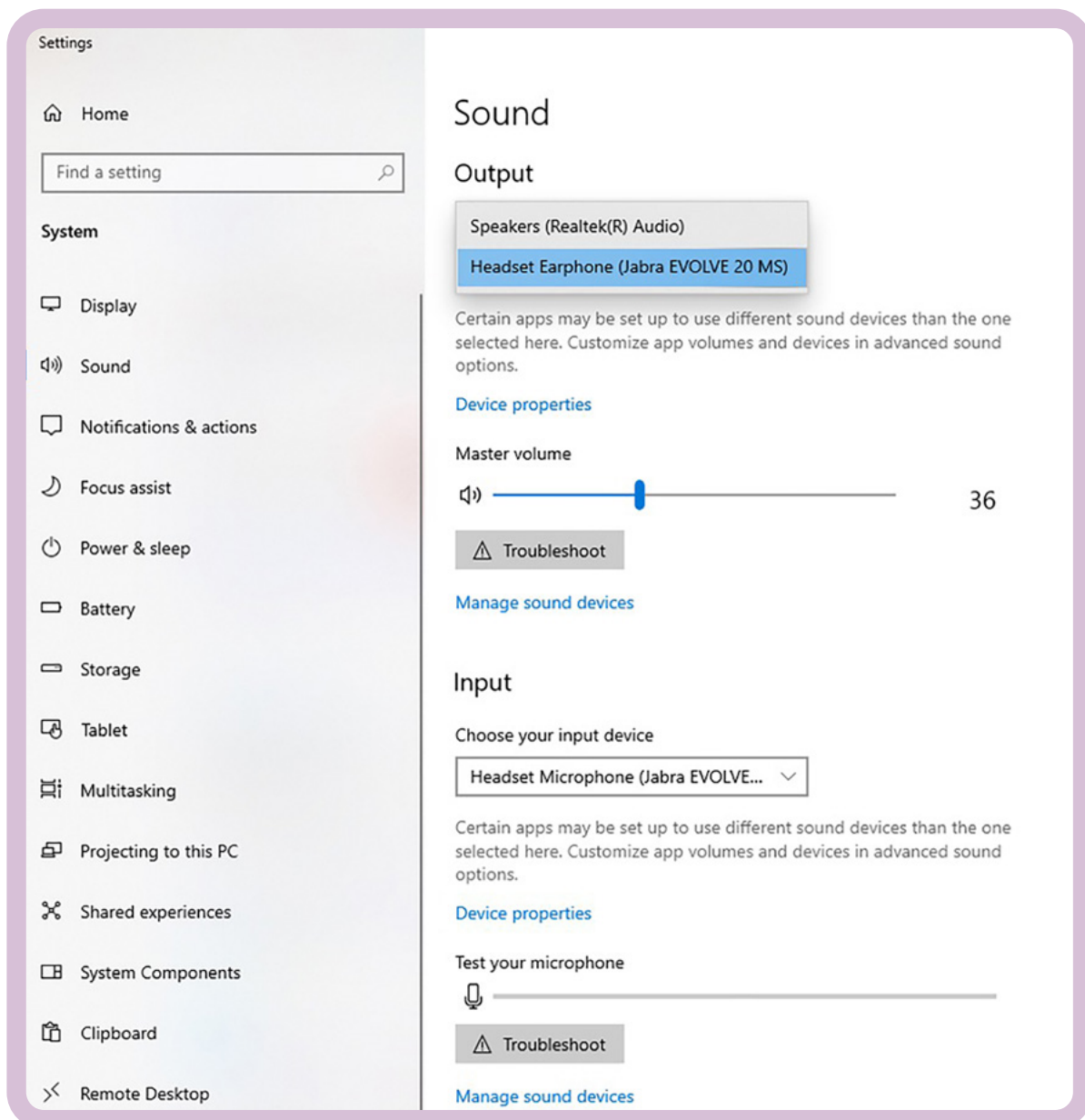


1.4 Now move to section 2.

2. Headset settings



2.1 Look at the 'Output' tab and ensure the headset you are using is listed and selected.



2.2 Now move to section 3.

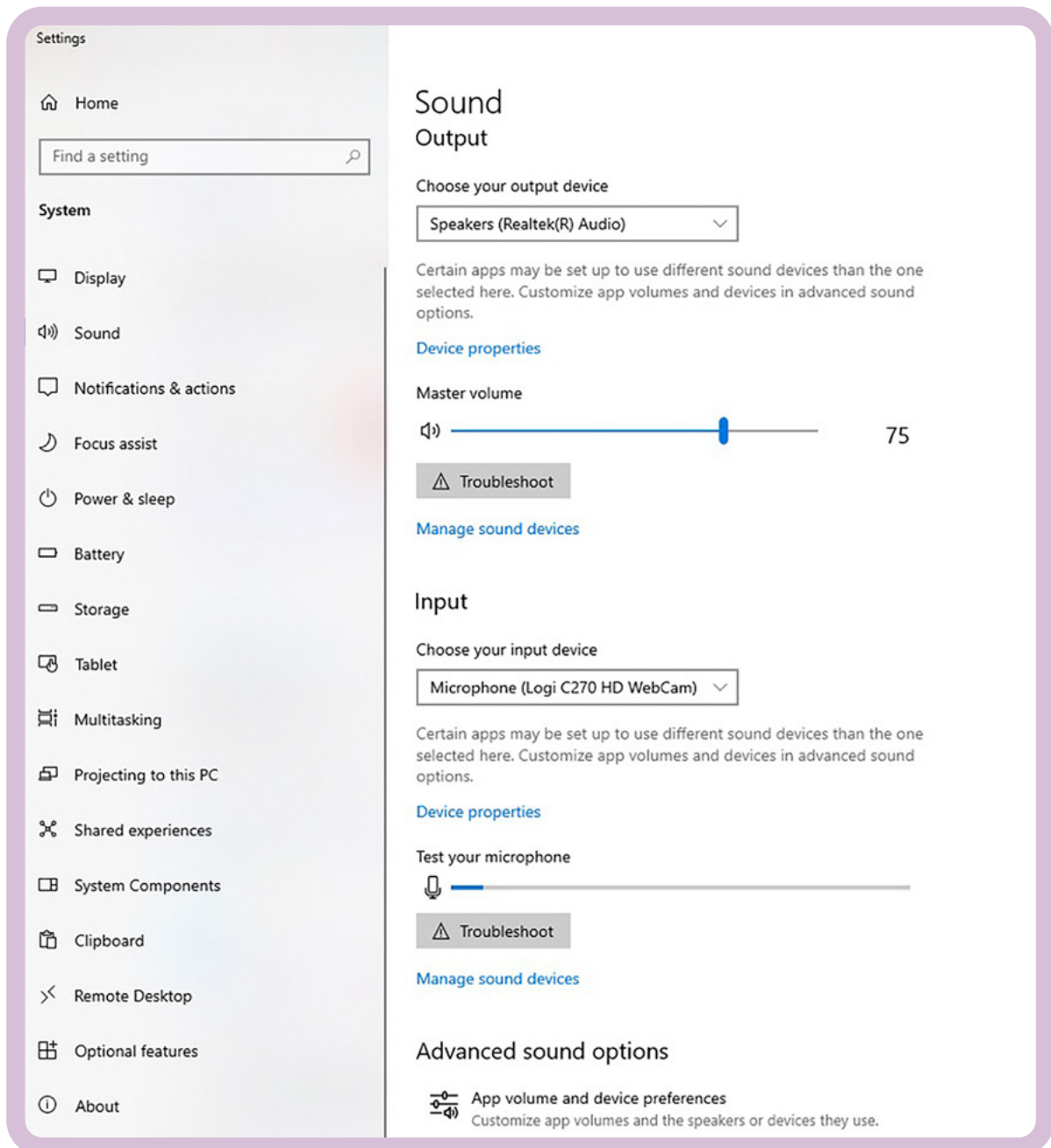
3. Microphone settings



3.1 Look at the 'Input' tab and ensure the microphone you are using is listed and selected.

The screenshot shows the Windows Settings application with the 'Sound' page selected. The left sidebar lists various settings categories, with 'Sound' highlighted. The main content area is titled 'Sound' and is divided into 'Output' and 'Input' sections. In the 'Output' section, the 'Headset Earphone (Jabra EVOLVE 20...)' is selected. Below this, there is a 'Master volume' slider set to 36, a 'Troubleshoot' button, and a link to 'Manage sound devices'. The 'Input' section shows a dropdown menu that is open, displaying three options: 'Microphone (Realtek(R) Audio)', 'Headset Microphone (Jabra EVOLVE 20 MS)' (which is highlighted), and 'Microphone (Logi C270 HD WebCam)'. Below the dropdown, there is a 'Test your microphone' section with a slider and a 'Troubleshoot' button, followed by another link to 'Manage sound devices'. A purple arrow points to the 'Headset Microphone (Jabra EVOLVE 20 MS)' option in the dropdown menu.

- 3.2** Speak out loud and check that the 'test your microphone' bar is moving as you speak. If you can see a blue line moving back and forth as you speak, your microphone is detecting the sound.



- 3.3** When complete, exit out of 'Sound settings'.

1. Opening sound settings

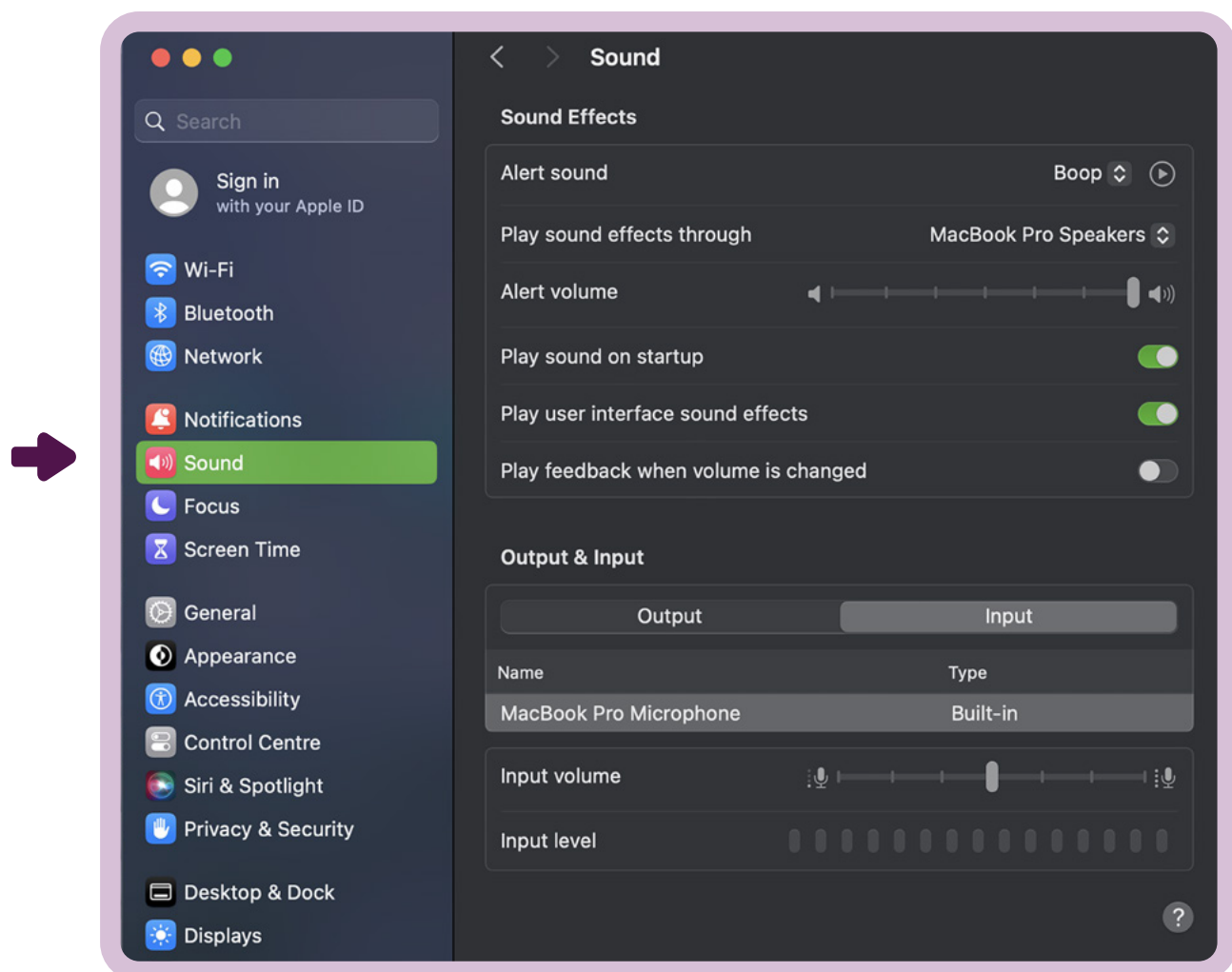


1.1 Ensure the wired headset is connected to the computer via a USB or headphone port. Please see the [Centre requirements guide](#) for information on acceptable headsets.

1.2 Click on the Apple icon in the top left of the screen and open 'System settings' from the drop down menu.



1.3 Chose 'Sound' from the left hand menu.

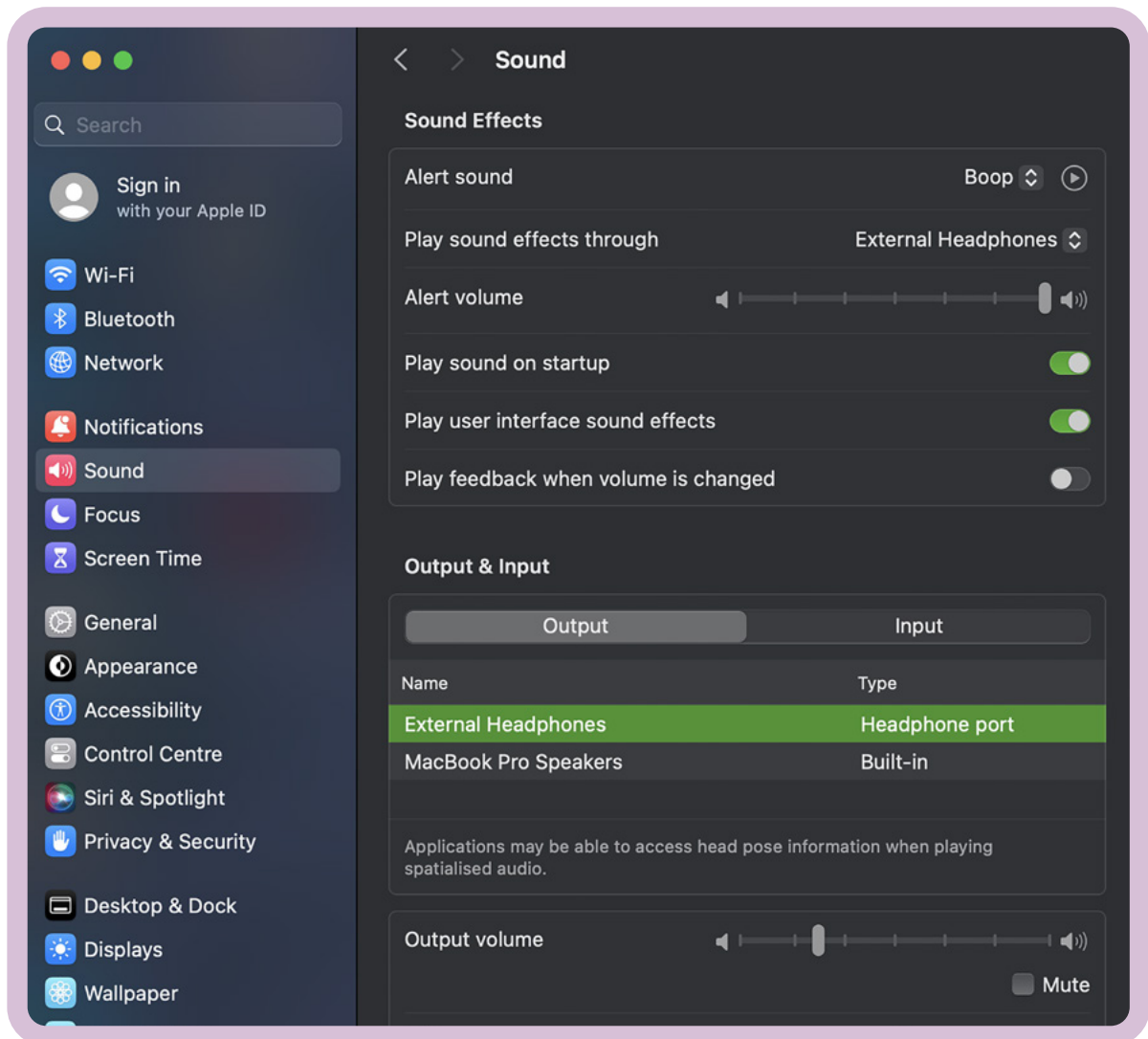


1.4 Now move to section 2.

2. Headset settings



2.1 Look at the 'Output' tab and ensure the headset you are using is listed and selected.

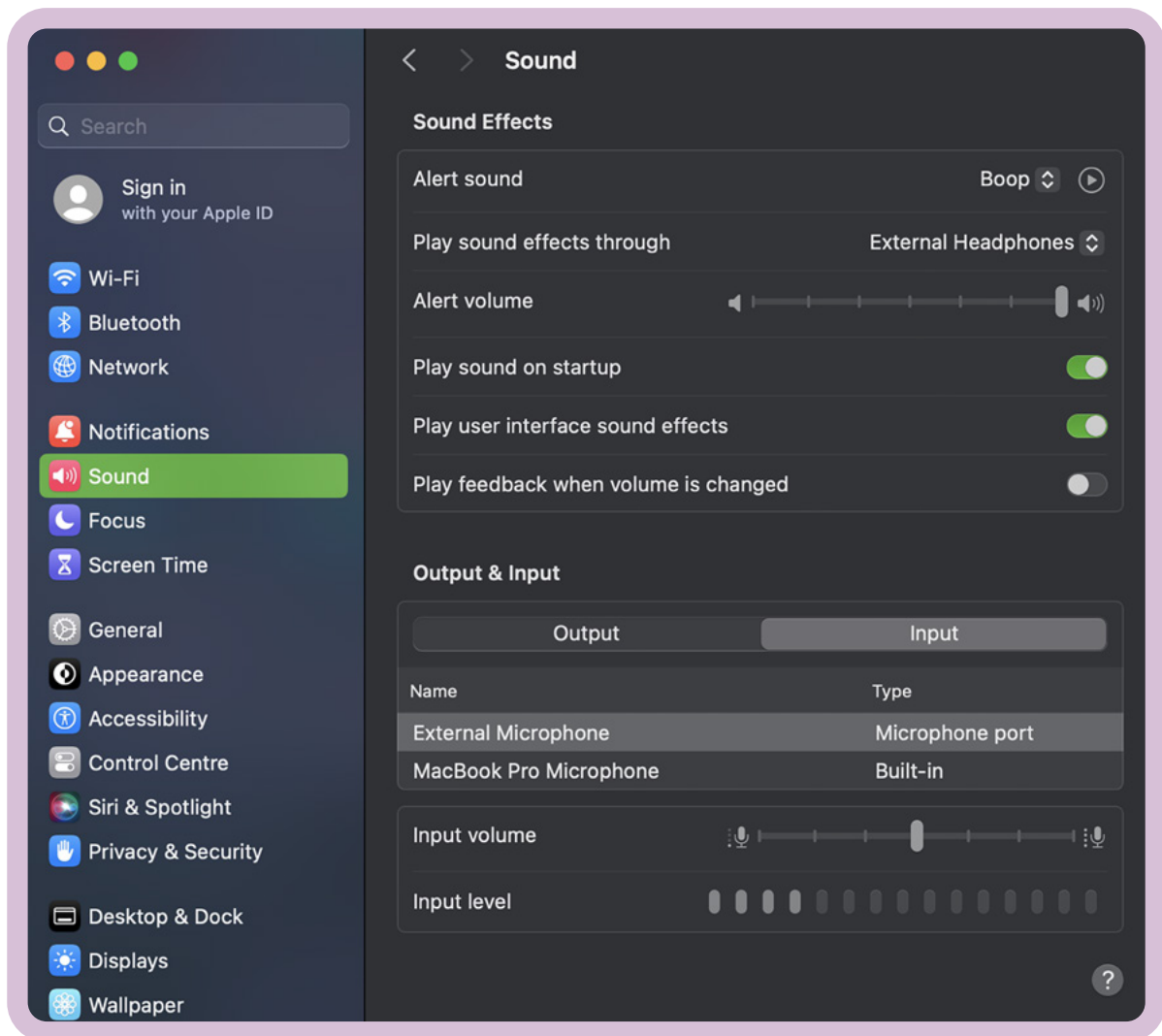


2.2 Now move to section 3.

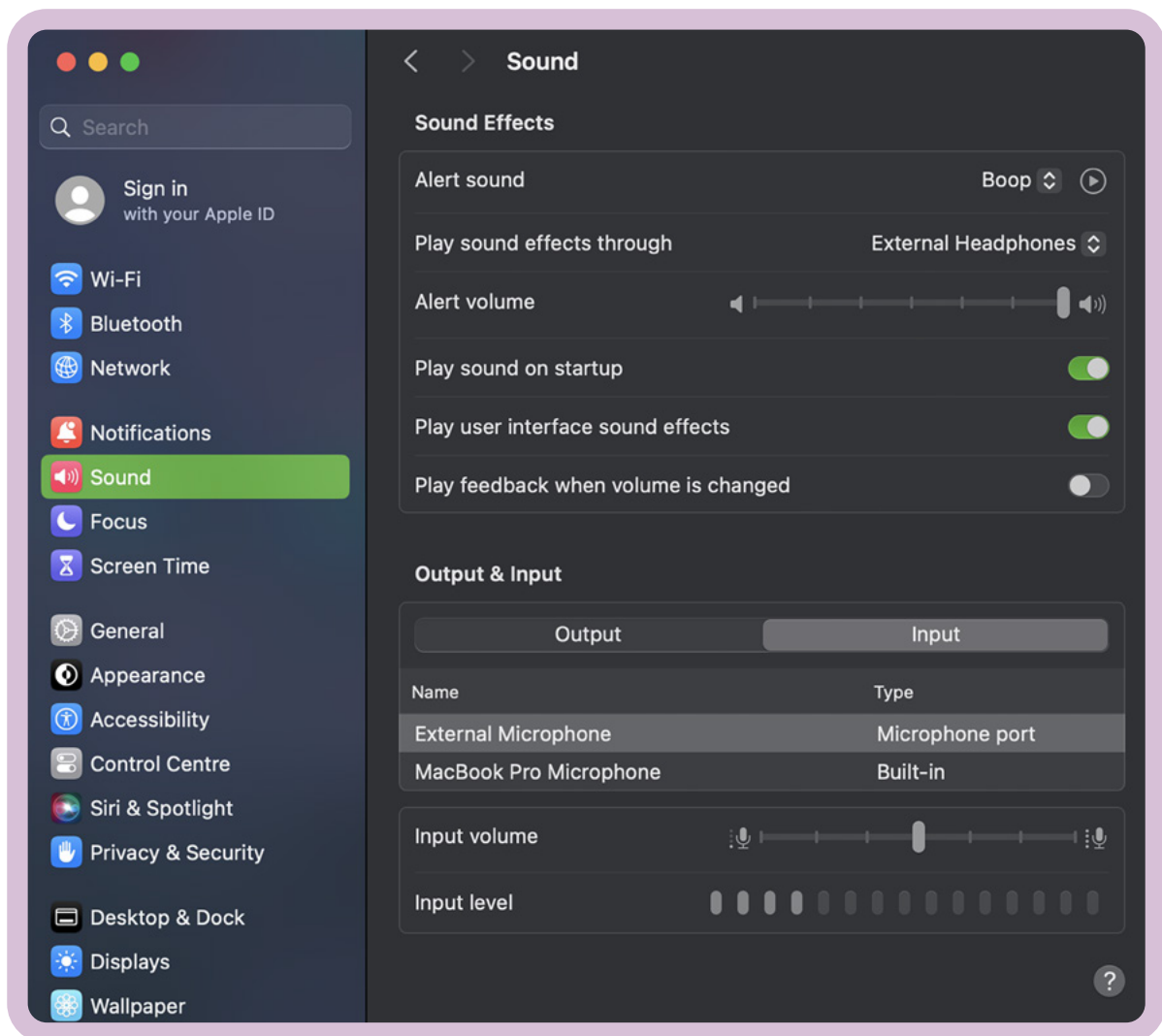
3. Microphone settings



- 3.1** Look at the 'Input' tab and ensure the microphone you are using is listed and selected.



- 3.2** Speak out loud and check that the 'input level' bar is moving as you speak. If the grey shapes move back and forth as you speak, your microphone is detecting the sound.



- 3.3** When complete, exit out of 'Sound settings'.