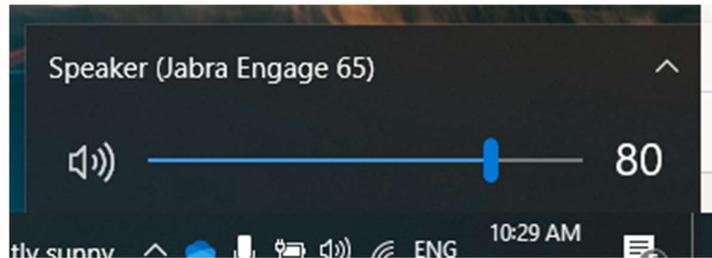# Setting up Audio – Windows PC

Purpose

The purpose of these instruction is to provide a guide on how to setup the sound setting on your computer for best results in online meetings and other uses involving media.

Adjusting volume

1. Play some music on your computer. You can use Youtube or other media source for this purpose.
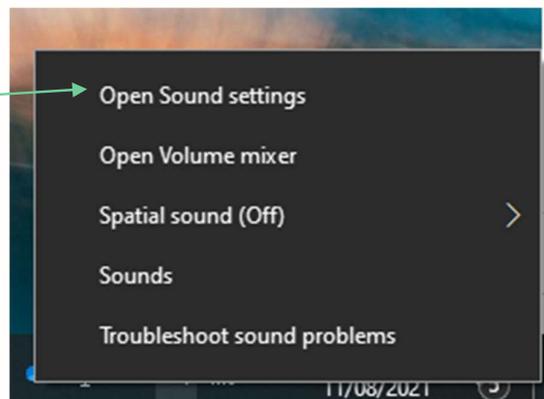2. Locate the sound icon in the system tray.

3. Left click on the sound icon in the system tray to access the volume control.
4. Make sure sound is unmute and turned up.
   To change the mute setting left click the icon to the left of the sound bar.
   Your laptop or PC might have dedicated controls for this on the keyboard.

Setting default devices

1. Sound might still not be working or playing through the wrong device connected to your computer.
2. Right Click on the sound icon in the system tray.
3. Left click "open sound settings" from the menu.

4. This page has three sections. The first labelled Output allows you to setup speakers and headphone.
The second section labelled Input allows setup of Microphones including those on headsets or built into the webcams.
Th third section labelled advanced sound options allows adjustment of specific application from the default.

5. **Setting your output device.**
6. Make sure you have some music playing you should see a meter just above the master volume control bar bouncing up and down.
7. The drop-down box just below "Choose your output device" will let you select where sound is being heard.
If you can't hear any sound or sound is being played to the wrong location like the speakers on your laptop instead of your headset. Select different options from the drop down until the sound works how you want it.
Tip: The name of the output device will be related to what it is often contain a brand or model number. The screen shows a Speaker (Jabra Engage 65) selected which is brand and model number of a headset. You might see (Intel(R) Display Audio) related to a model number this will often refer to a screen connected to your computer that has a headphone socket on it, or Speakers(Realtek(R) Audio) which often refers to the built-in speakers on laptops.

Sound

Output

Choose your output device

Speaker (Jabra Engage 65) ∨

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

Device properties

Master volume

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⚠ Troubleshoot

Manage sound devices

8. **Setting your input device**
9. There is a meter below "test your microphone" that will bounce up and down as you speak.
10. If you know which device you want to use select it from the drop down. Other select devices and choose the one with the best level in meter below Test you microphone.
Tip: Like output devices the names in the drop are related to the device. Again we have a Headset microphone showing up as Microphone(Jabra Engage 65). Other common devices you might see here are "Microphone Array (Intel ® Smart Sound Technology (Intel® SST))" this is a common microphone built into recent Laptops or "Desktop Microphone (3- Microsoft® LifeCam Cinema™)" which is a commonly used USB webcam.

Input

Choose your input device

Microphone (Jabra Engage 65) ∨

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

Device properties

Test your microphone

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⚠ Troubleshoot

Manage sound devices

Advanced Sound options.
This doesn't form part of this guide but advanced sound options allows you to assign different Output and Input device to specific applications and adjust volumes of specific applications.
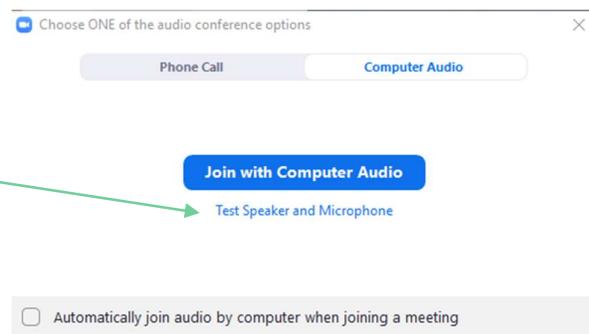
Setting up Audio - Zoom

Purpose

Zoom provide tools to help setup and test the audio for meeting when you join. By carrying out these tests every time you join a meeting you can be sure the audio the audio is working on your system when you join.
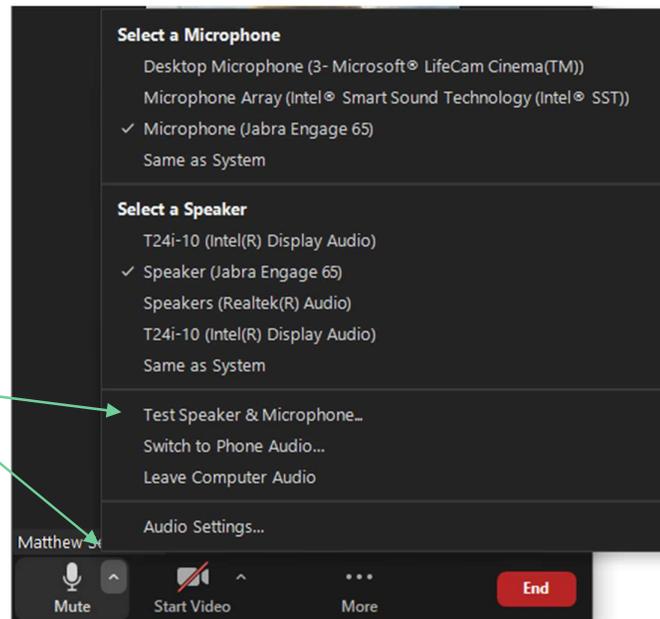
Before you begin.

Make sure any headset or speakers you plan to use are connected and turned on. Make sure the volume on your Laptop or computer is turned up and unmuted. See **Setting up audio – Windows PC** for further guidance.

Accessing the audio tests

1. When you first join Zoom prompts you with audio setup option click "Test Microphone and Speaker" to access the setup and testing wizard.
2. After you have run the wizard you will return to this screen and can click "Join with Computer Audio" the setting found using the wizard will be used.

3. If you have already clicked through this prompt to join audio and are experiencing sound issues you can still access the "Test Microphone and Speaker" setup wizard from the menu attached to the mute button.
4. Use the up arrow to the top right of the mute button to access this menu and select Test Speaker & Microphone... from the menu.
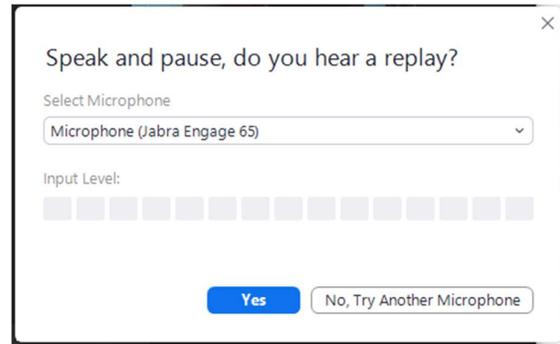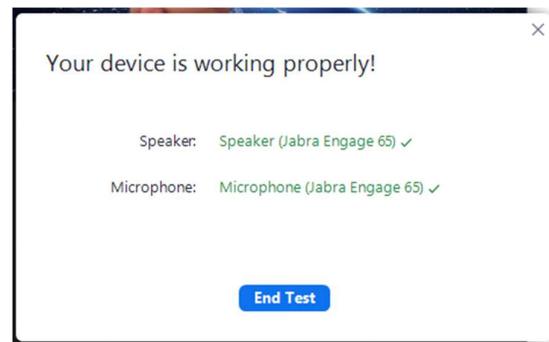
The Test Speaker and Microphone wizard.

1. The first screen the wizards displays is for selecting where you will hear audio from zoom. Zoom will start playing a musical ring tone through the default output device.

2. If you can hear the ring tone in the device you want select Yes. If you can't hear the sound or the sound it coming from the wrong speakers or headset select "No, Try Another Speaker"

3. Selecting "No, Try Another Speaker" will return to step 2 attempting to play sound from another device once you have a speaker or headset work select Yes and zoom will start testing microphones.

4. Zoom will now prompt you to say a few words and then pause and listen.

5. The words you say will be recorded and played back to you through device selected in Steps 1 to 3.

6. If you can hear the recording of your voice test it a few more times by saying something and pausing again to listen.

7. If you can't hear the recording or it sound faraway (like it might be using a webcam instead of the microphone) Click "No, Try Another Microphone and return to set 4.

8. If you can hear the recording and it sounds loud enough select Yes.

9. Once the test are completed a prompt will appear telling you "Your device is working properly" Click End Test.

10. If you've already joined audio you will be returned to the zoom meeting with audio setup ready to go. If you haven't already joined audio you will return to the prompt to "Join with Computer Audio". Click to join audio.

Tips: The names of the devices in the Zoom wizards will match those referenced elsewhere on the computer and if you know the name of the device you are after you can select it directly in the dropdowns while running the wizard.

Always run the wizard as things might have changed the default, common changes that might affect the audio are connecting or disconnecting a laptop dock, a new monitor, a set of headphones plugged in or removed or a new webcam.

Setting up Audio - Teams

Purpose

Teams provide tools to test the audio for meetings when you join. By carrying out this test you can be sure the audio is working on your system when you join.
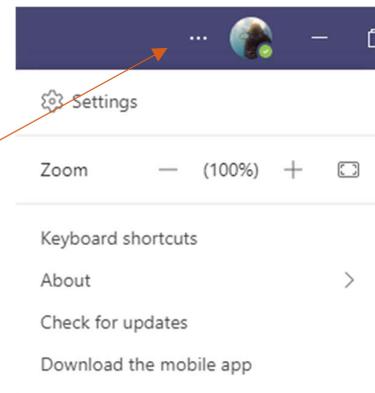
How Teams chooses audio

Teams will try to use a connected headset like device as first preference. A headset like device includes headphones with integrated microphone that connect to the computer using USB, Bluetooth or a wireless dongle, it can also include soundbars with buildin speakers, microphones and webcam.
If you've connected one of these devices recently Teams may have switched its audio setting to use the new device.

Before you begin

Make sure any headset or speakers you plan to use are connected and turned on. Make sure the volume on your Laptop or computer is turned up and unmuted. See **Setting up audio – Windows PC** for further guidance. If you are not using a headset it is a good idea to be familiar with the names used when following the procedures in **Setting up audio – Windows PC.**
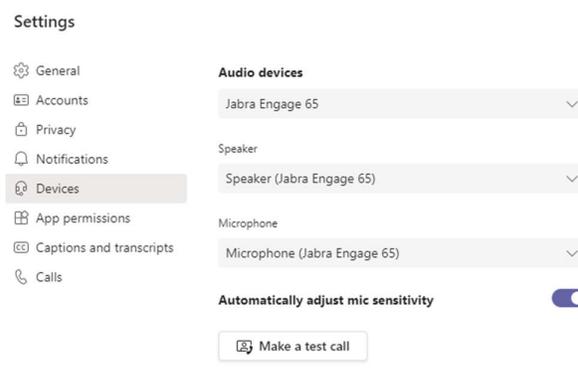
Selecting audio devices

1. Access the Teams settings by click the three dots next to your avatar icon in the top right corner of the Teams application.
2. Select settings from the drop-down menu.
3. The settings menu will open.
4. Select Devices from the left hand side of the settings menu to access the setting associated with audio and video devices.

5. Under Audio devices there are three drop-down menus.
6. The first menu lets you select a headset type device and will select the speaker and microphone setting that corresponds to that headset in the next two drop-down menus.

   You can also select custom setup to choose which speaker and microphone you wish to use.
7. If you've selected custom setup choose the speaker and microphone you wish to use in the next two drop-downs.
8. To test setting click make a test call. Teams will start a meeting with verbal instructions. A recording will be made and played back to you.

Tip: The names used for device will match those used elsewhere on the computer and may contain the brand name of the device.