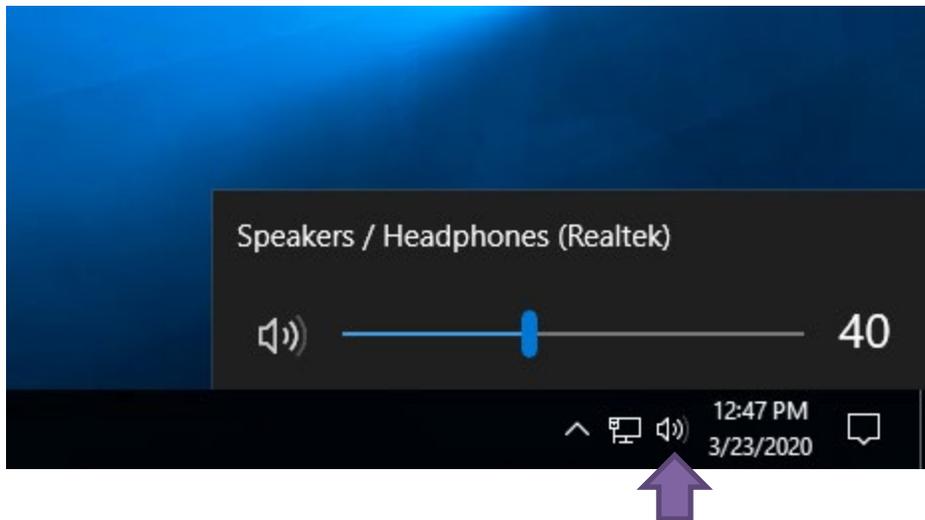




WINDOWS AUDIO TIPS AND TRICKS

Change Volume:

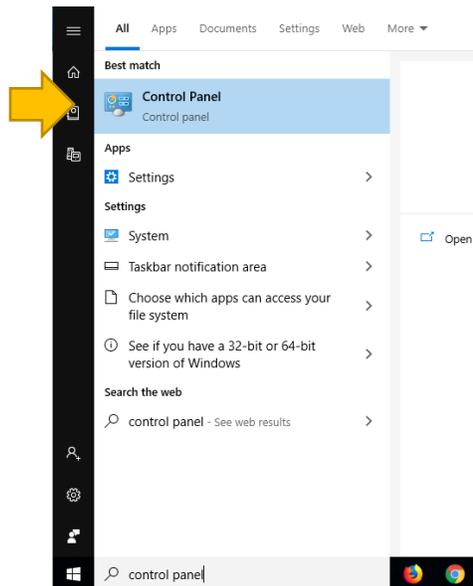
Click the Speaker icon in the bottom right-hand corner:



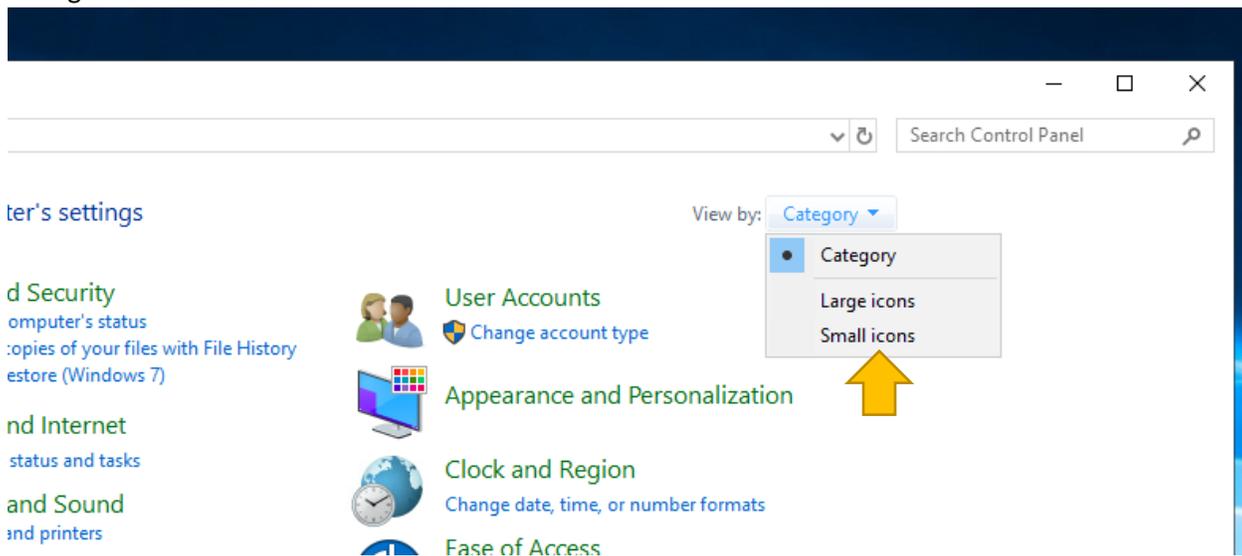
Adjust the volume slider for comfort.

Configuring Audio – Best options

1. Open the Start Menu and type “control panel” in the search bar. Click on the Control Panel at the top

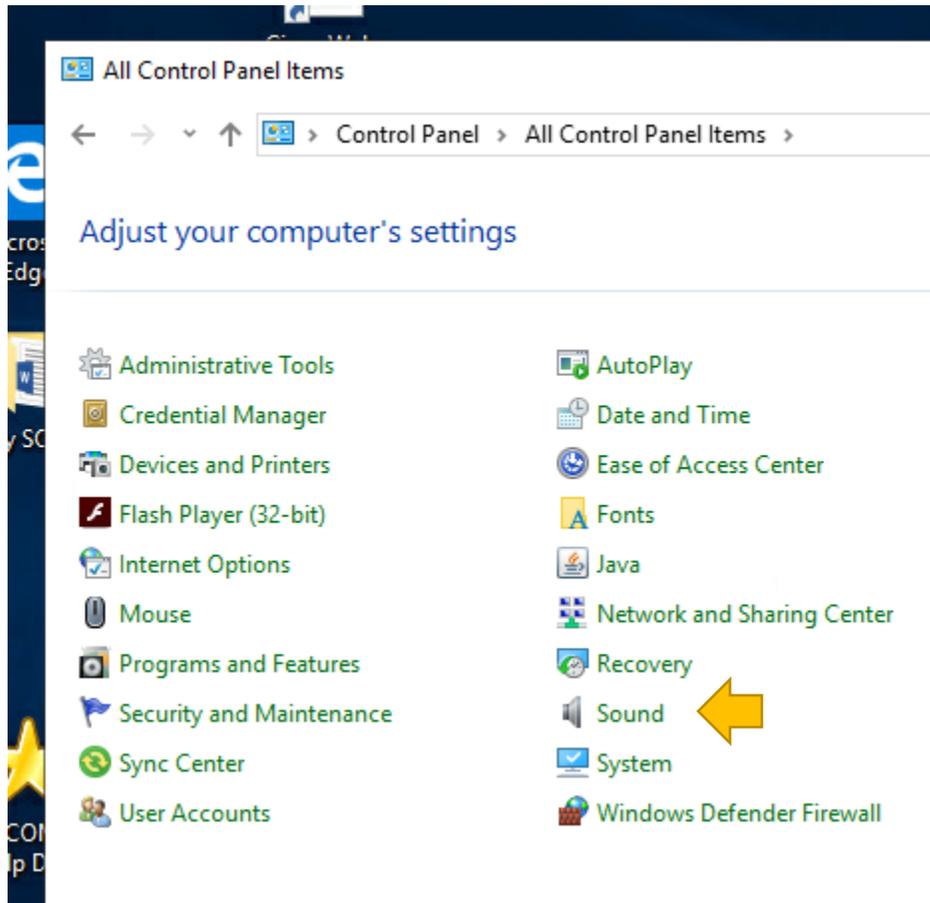


2. Change View to "Small icons"



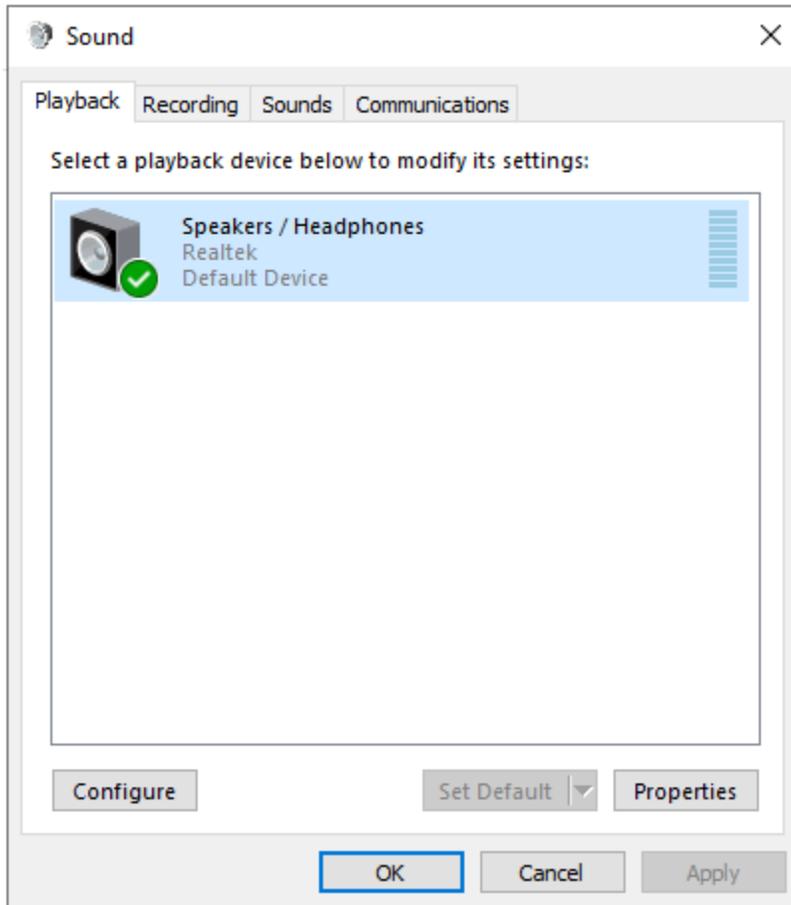


3. Select "Sound"





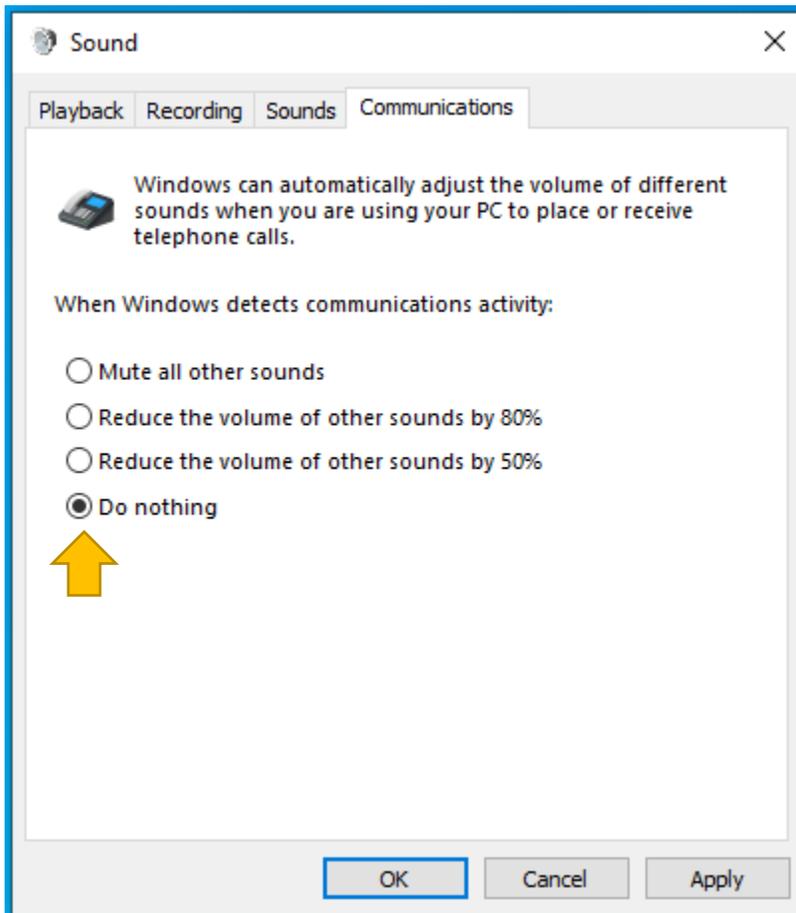
4. This is the real sound control panel and should look like the following (you may have more than one device):



- a. The bar on the right hand side should change to green when it detects sound
- b. The tabs at the top refer to specific sound options:
 - i. Playback – This is a list of all speakers/headphones connected to your computer, sometimes monitors will be in this list as well
 - ii. Recording – This is a list of all microphones connected to your computer, this will include the laptop microphone and any other connected audio input devices.
 - iii. Sounds – This is where you can change Windows System sounds. We will be ignoring this tab.
 - iv. Communications – This tab has one setting that we will change since it seems to cause more issues than it solve



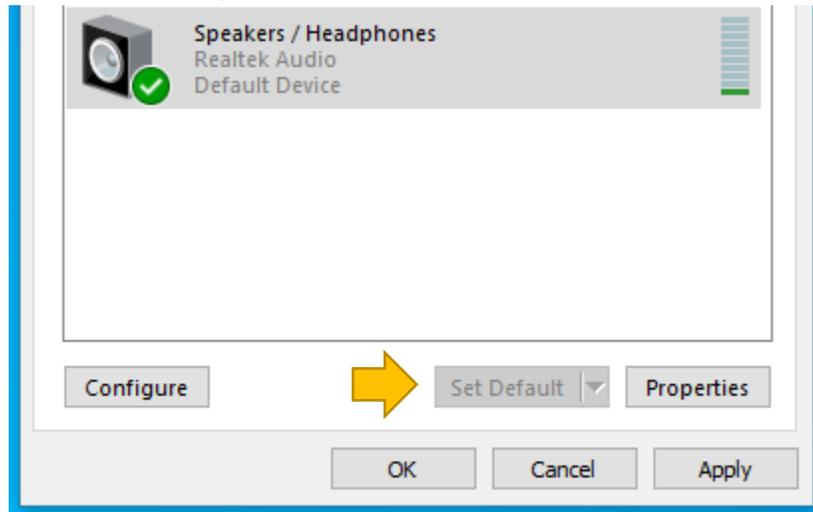
5. Click on the Communications tab:



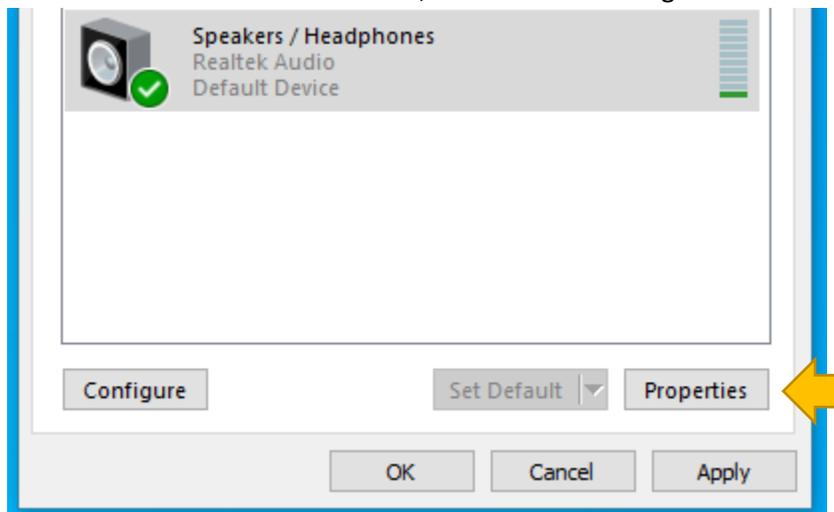
- a. Select “Do Nothing”
 - b. Click on “Apply”
 - c. This reduces the sounds of other programs when a “Call” is answered. How Windows determines what a call is will be based on the program and gets pretty random. Sometimes it will seem like the System Volume will swing wildly at random. Disabling this helps
6. Click on the Playback Tab:
- a. Change the volume on the volume slider (switch between 50% and 75% just for this test)
 - b. You should see the green bar change for one of the devices when it switches
- 
- c. Did you hear the volume slider ping from the audio device you want to use?
 - i. Set the volume slider back to the most comfortable option and adjust as needed
 - d. Want to use a different device?



- i. Select the Device you want to use and Click on “Set Default”

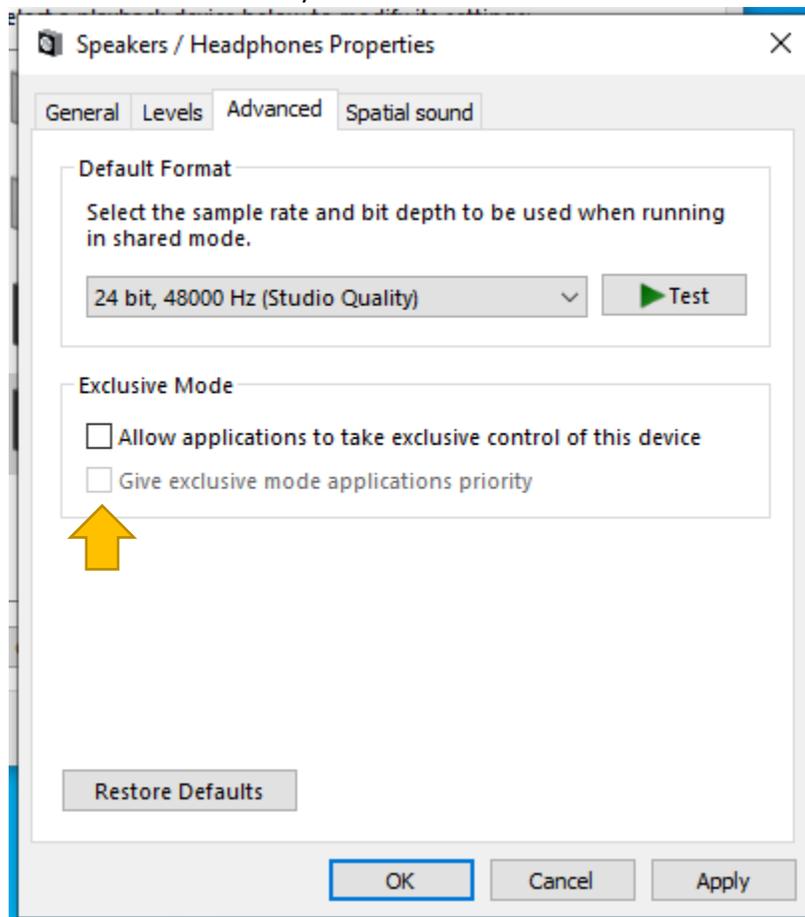


- ii. Repeat the volume slider test (step a) to make sure it is the correct device
- e. Once the correct device is selected, it needs to be configured. Click on Properties:





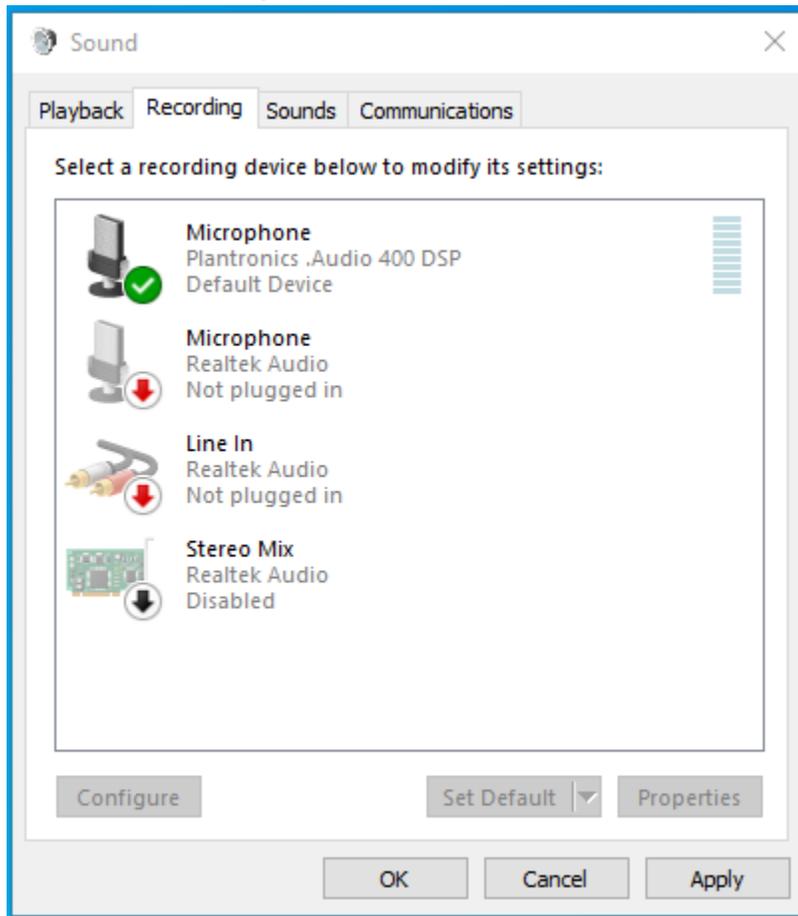
- i. In the device Properties windows there should be several tabs and most of them will be different. The only tab we care about will be the “Advanced” tab



- ii. Uncheck “Give exclusive mode applications priority” and “Allow applications to take exclusive control of this device”
 1. Start from the bottom when un-selecting the boxes (the bottom box will be unusable otherwise)
 2. This prevents applications from getting exclusivity over the device. You may have multiple applications that need access to speakers and the microphone. Getting rid of these options will make things less complicated to configure. We’ll be doing this for the microphone later.
- iii. Click on OK



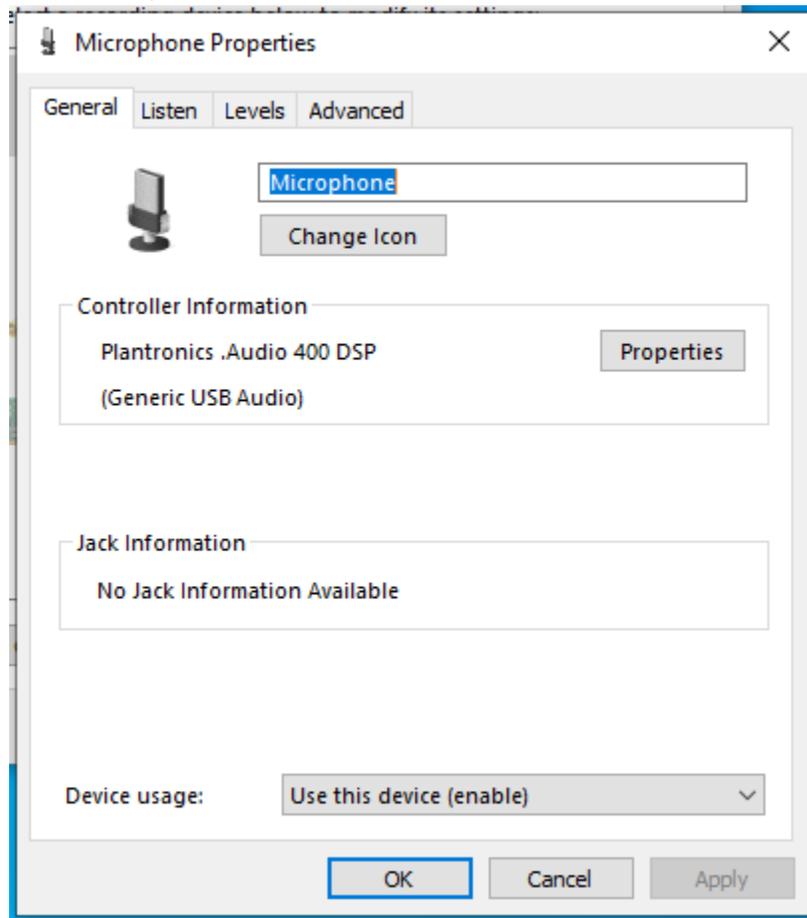
7. Click on the Recording tab



- a. You may see multiple microphones. Snap your fingers or lean in close and say something by the mic.
- Use the green bars to determine which microphone is currently live (there may be multiple). Use the green bars to determine which microphone is which.
 - If the microphone you'd like to use is not the default (the one with the green check), select the microphone you'd like to use and click on "Set Default"
 - If no microphone seems to work, Skip to the next step

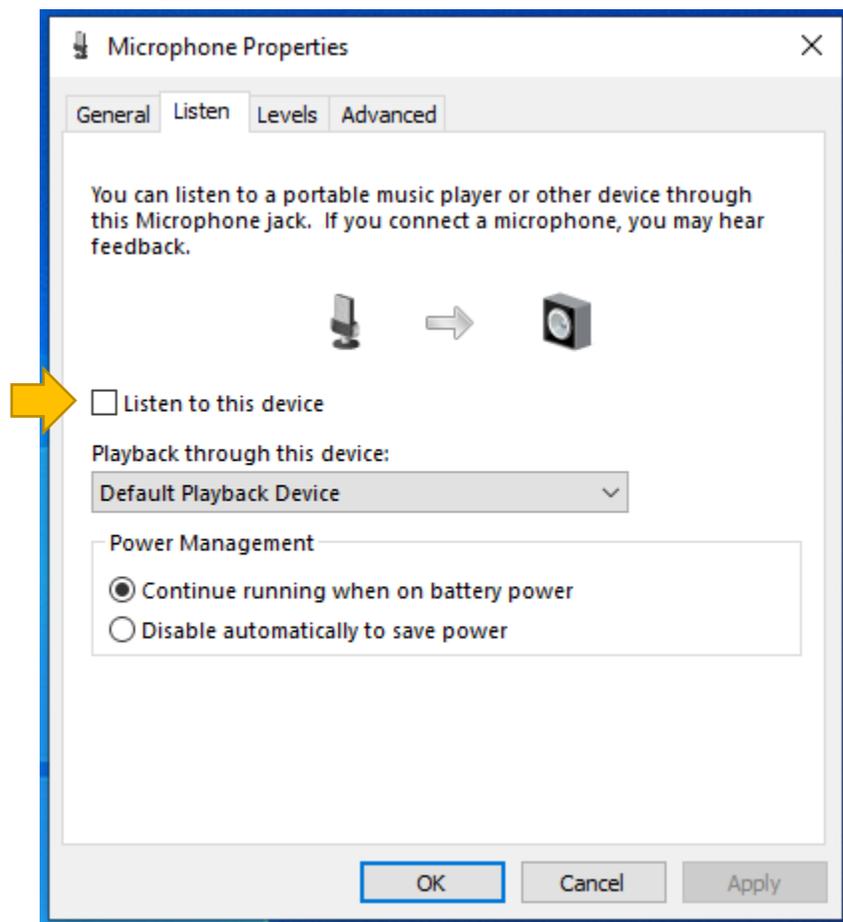


b. Click on Properties:





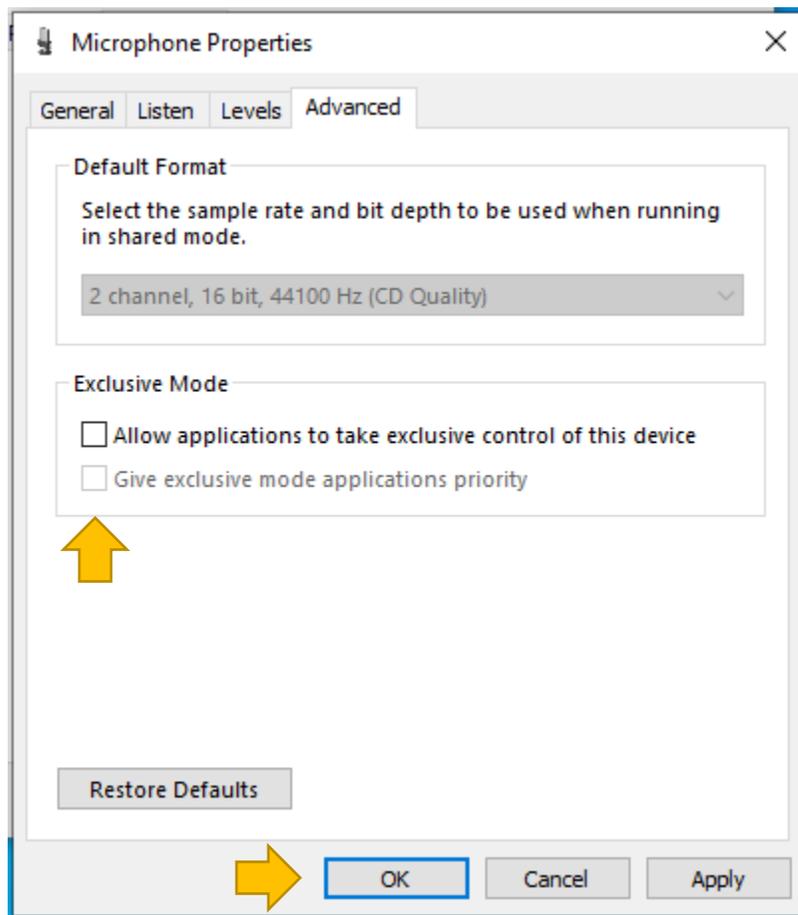
- i. Go to the Listen tab:



1. Click on "Listen to this device". If the microphone is functional, you should be able to hear something when you talk. It may just be feedback, but some audio should play
2. Un-check "Listen to this device"



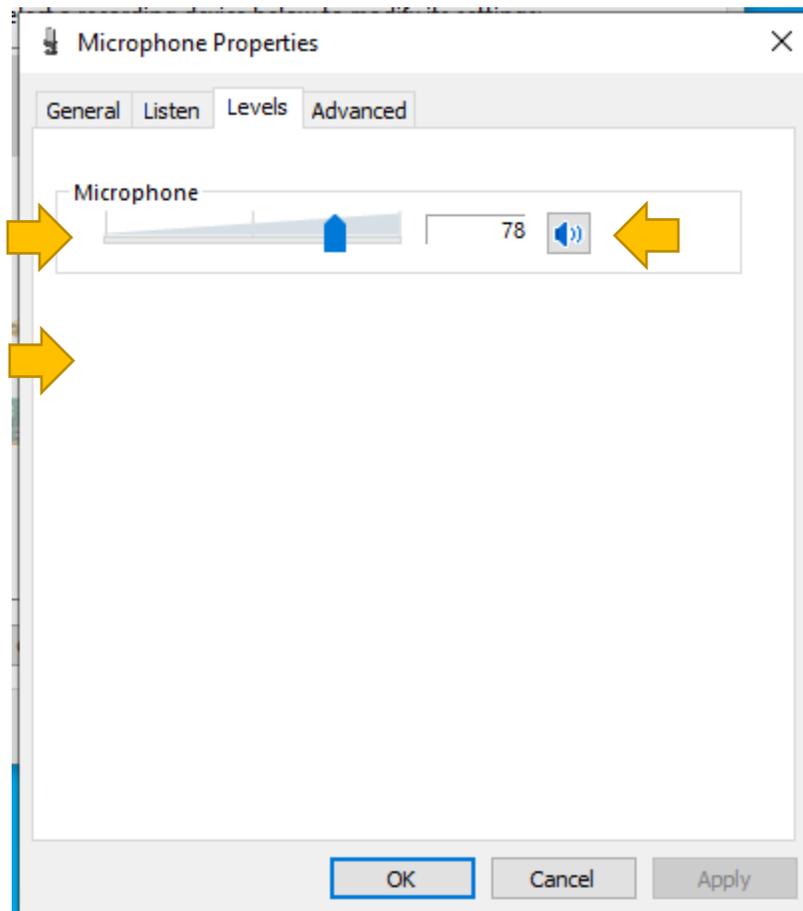
ii. Go to the Advanced tab:



1. Uncheck “Give exclusive mode applications priority” and “Allow applications to take exclusive control of this device”
 - a. Start from the bottom when un-selecting the boxes (the bottom box will be unusable otherwise)
 - b. This prevents applications from getting exclusivity over the device. You may have multiple applications that need access to speakers and the microphone. Getting rid of these options will make things less complicated to configure.



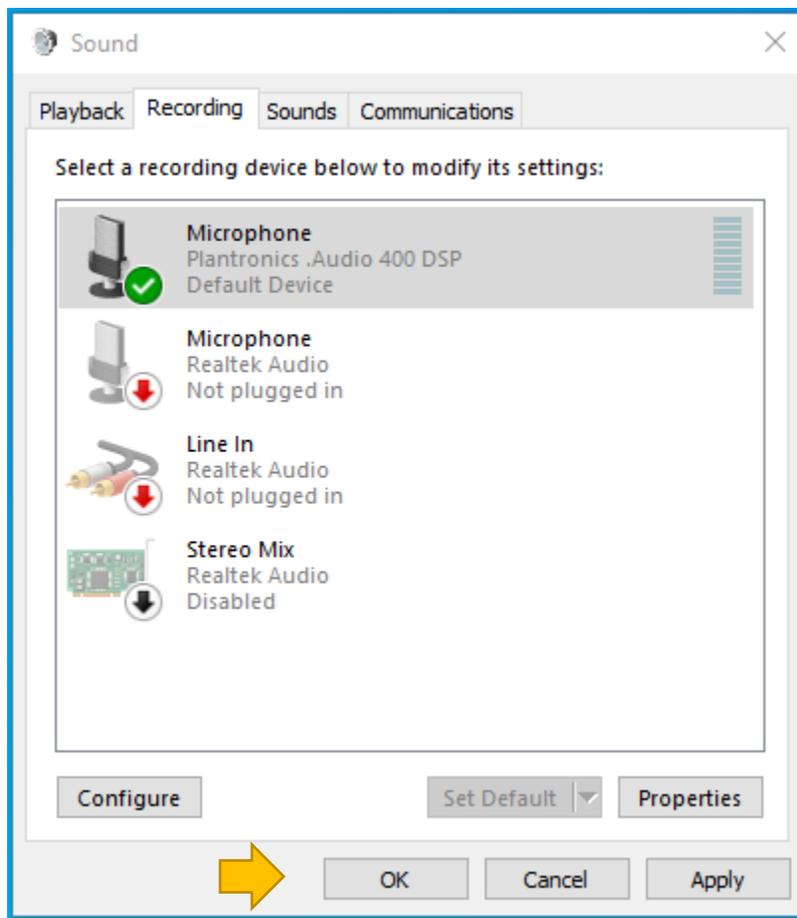
iii. Go to the Levels tab:



1. This is the slider for your selected microphone, I suggest starting it in the 70 to 80 range.
2. Make sure that the Blue speaker icon does not have a Cancel icon such as:  as:
 - a. If it does have the cancel icon, click it. The icon should look like the big picture above
3. There may be an extra volume bar by the bottom arrow. This is the decibel gain. It'll have up to three or four settings to increase gain by +10db for each setting.
 - a. Start by having this set to 0
4. Once you start using any of the teleconferencing software, you'll want to return to this step to adjust your microphone
 - a. To adjust your mic:
 - i. If it's too loud, move the top slider to the left. Click on "Apply" and test again. This will keep your setting without closing the Microphone Properties.



- ii. If it's too quiet, move the top slider to the right. Click on "Apply" and test again.
 - iii. If the microphone is still too quiet, move the gain slider to the right by one (if it exists). Click on "Apply" and test again. Treat it as a scale: Fine tune with the top slider, and use the gain slider for big jumps.
 - b. It is easier to test with a partner to check each other's microphones
5. Click OK
- iv. Click OK
- c. Click OK in the Sound control Panel

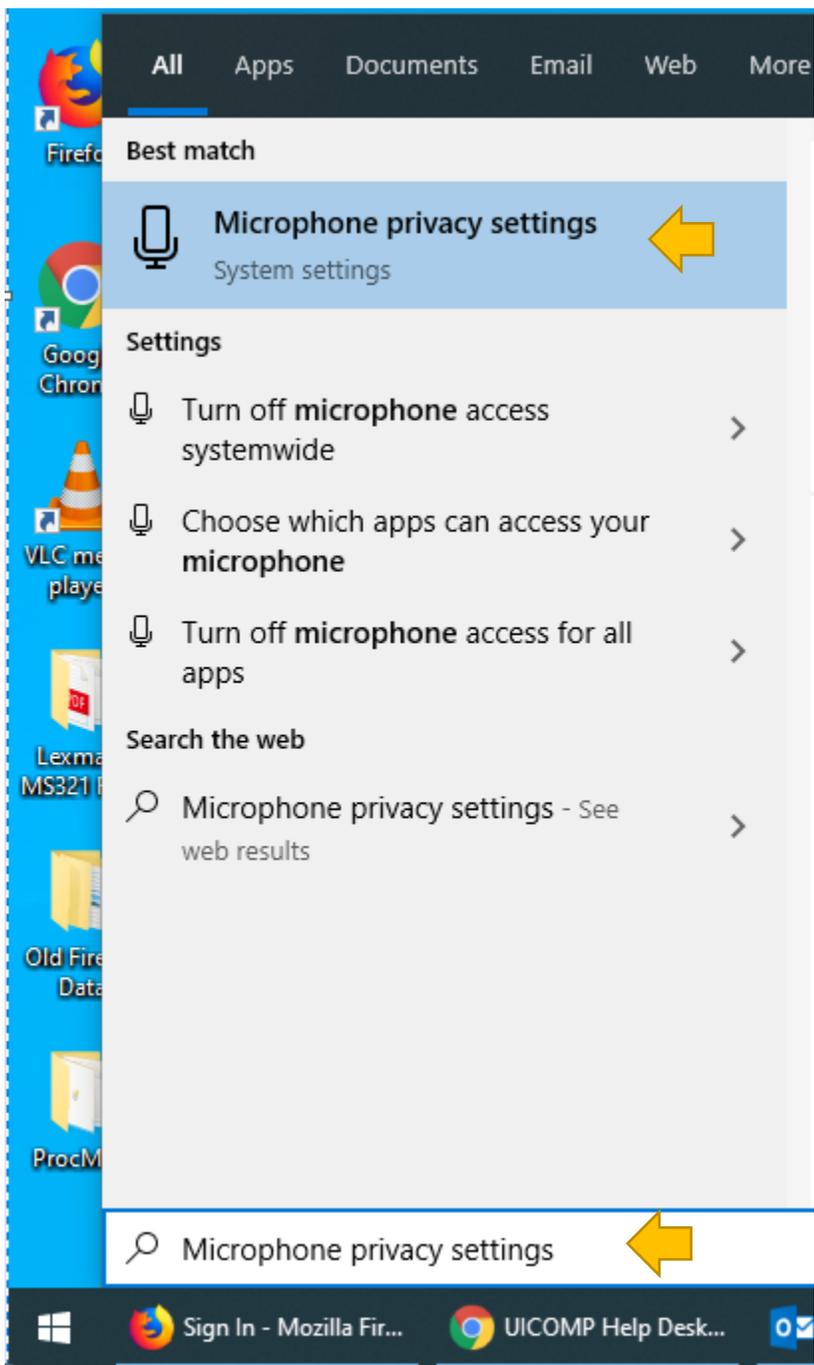


Microphone isn't working in programs no matter what you do?

1. You are using Windows 10 if your Start Menu button (bottom left-hand corner) looks like this:



2. If you are using Windows 10, Click the Start Menu button, click in the search box and type: "Microphone Privacy Settings"





3. Ensure the Following Settings are turned to ON (will have the blue slider)

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

If an app is using your microphone, you'll see this icon: 

Allow desktop apps to access your microphone

Some apps and Windows features need to access your microphone to work as intended. Turning off this setting here might limit what desktop apps and Windows can do.



Some desktop apps might not appear in the following list or are not affected by this setting. [Find out why](#)



Webex Teams
Currently in use



Cisco Webex Meetings Desktop App
Currently in use



Windows host process (Rundll32)
Last accessed 3/23/2020 3:23:16 PM



COMMUNICATION&INFORMATION SERVICES

4. If needed, make sure each application that you use is turned to ON

	3D Viewer	<input type="checkbox"/>	Off
	Camera	<input checked="" type="checkbox"/>	On
	Cortana	<input type="checkbox"/>	Off
	Desktop App Web Viewer	<input type="checkbox"/>	Off
	Feedback Hub	<input checked="" type="checkbox"/>	On
	Messaging	<input type="checkbox"/>	Off
	Microsoft Edge Sites still need permission	<input checked="" type="checkbox"/>	On
	Microsoft Photos	<input type="checkbox"/>	Off