

Client Settings - Audio Tab

1. Click the **Start audio test** button to check your input and output

- You will hear yourself echoing through your headphones and see the volume meter move as you talk into the microphone

Note: If you do not hear yourself, verify the proper devices were selected above.

Also verify the proper Record and Playback Devices are enabled in your computer's Sound Settings.

2. Click **<Stop audio test>** button to finish the test

Proceed to Client Settings – Video Tab if your test was successful. Otherwise, move to steps 3-7.

3. Select the correct **Record** device

- Uncheck **“Automatically select the best device”** box, especially if you use an external microphone

4. Use the **Device** pull down menu to select your Select the correct **Playback** device

5. Uncheck **“Automatically select the best device”** box, especially if you use external speakers


6. Use the **Device** pull down menu to select your preferred device


7. Click **Apply** after the **Record** and **Playback** devices are selected

8. Test your audio again as directed in steps 1 and 2.

Proceed to Client Settings – Video Tab

9. Note: If you still do not hear yourself, verify the proper devices were selected above. Also verify the proper Record and Playback Devices are enabled in your computer's Sound Settings.

Right click on the speaker icon  in your system tray and click **Playback**.

Right click on a device to enable or disable it. Click the Record tab and perform the same steps. A green checkmark  appears on an enabled device.

