

Troubleshooting Headset Audio issues from Laptop and Cisco Phones

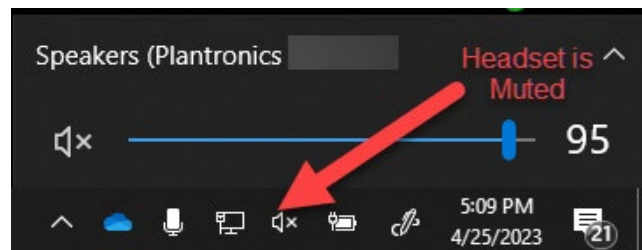
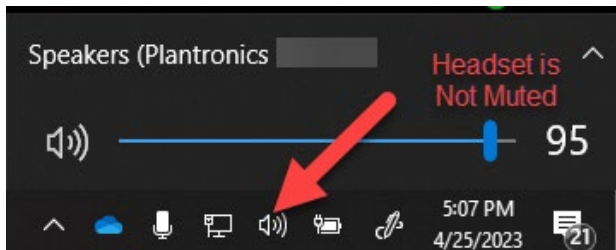
I. Laptop Audio Issues

Please start by doing the following for Headset Audio issues from laptop:

1. Check that your headset is plugged into the laptop

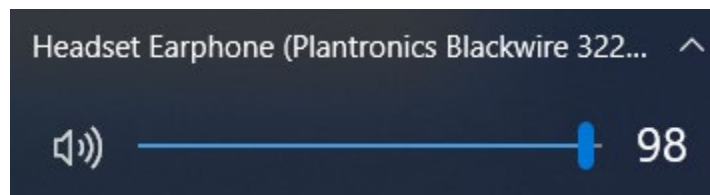


2. Make sure your headset is **NOT MUTED**.



3. If headset is not recognized by the laptop, try unplugging and re-plugging headset.
4. If still not recognized, restart the laptop.

Once recognized, laptop should display headset name.



Please note: Headset name may vary depending on headset brand issued to you.

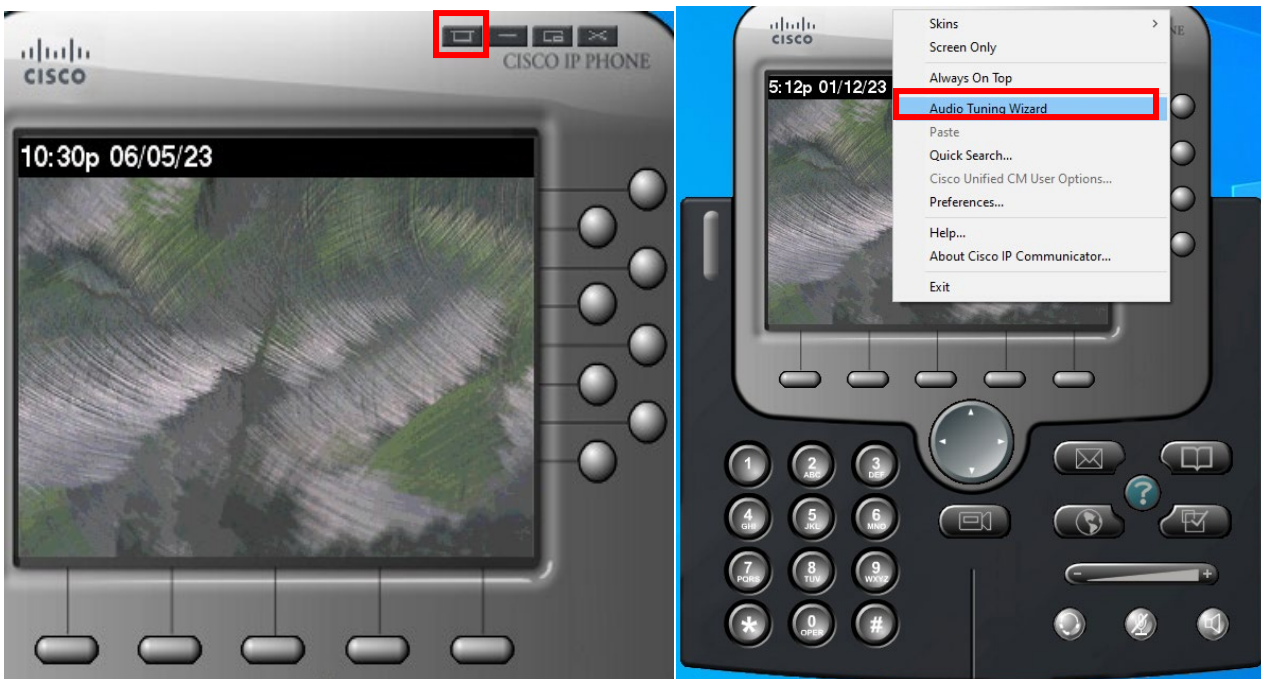
If headset is still not recognized after restart, please contact your Local Tech Support or the ITD Help Desk at 562-345-9955 as it may require Admin access to resolve headset audio issue.

II. Cisco Phone Headset issues

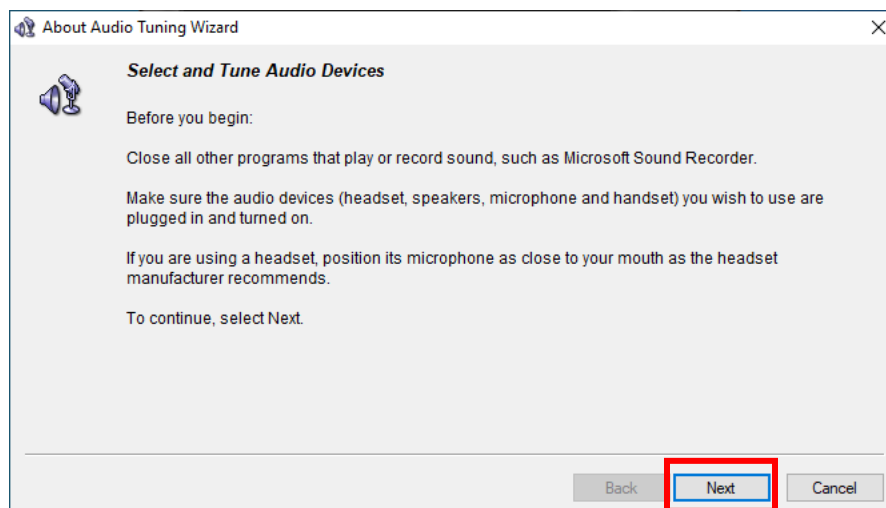
For CSC/RE Line Teleworkers the next step is to check Cisco Phone headset configuration.

Check headset configuration

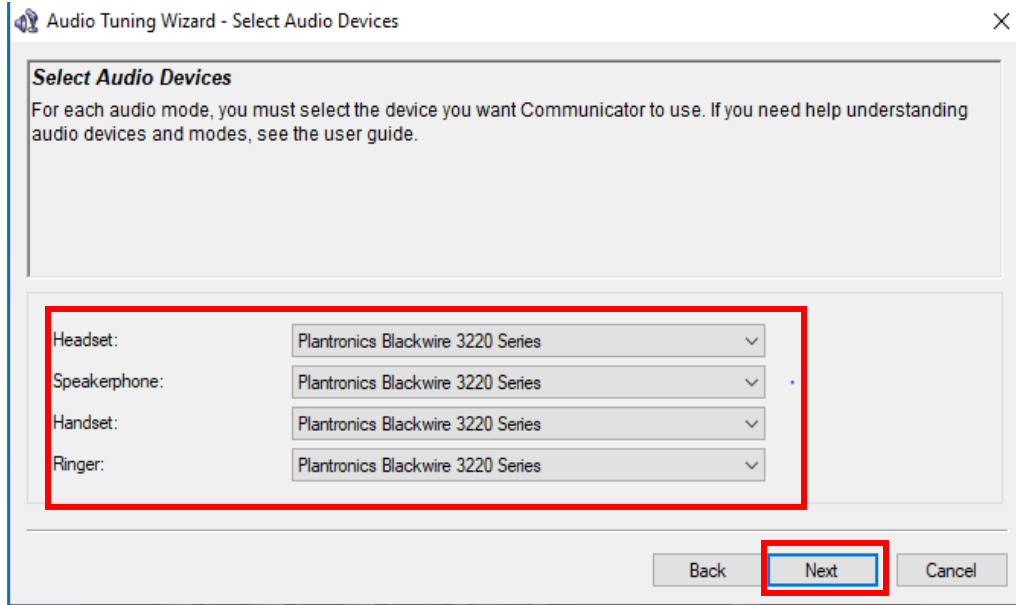
1. Open **Audio Tuning Wizard** from the Cisco Phone menu



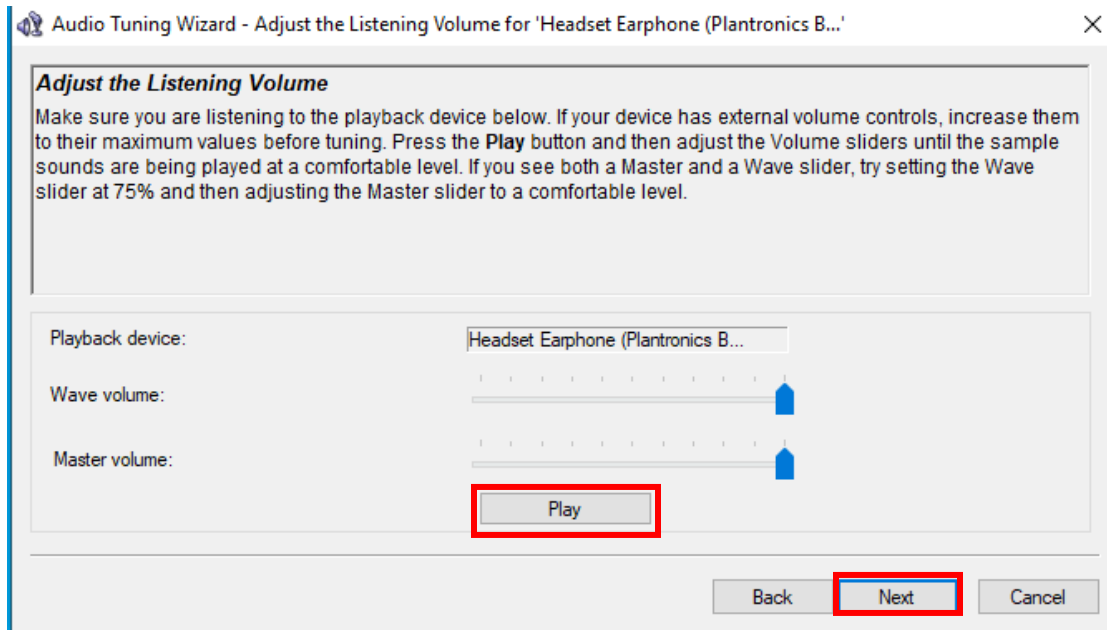
2. Click on **NEXT**



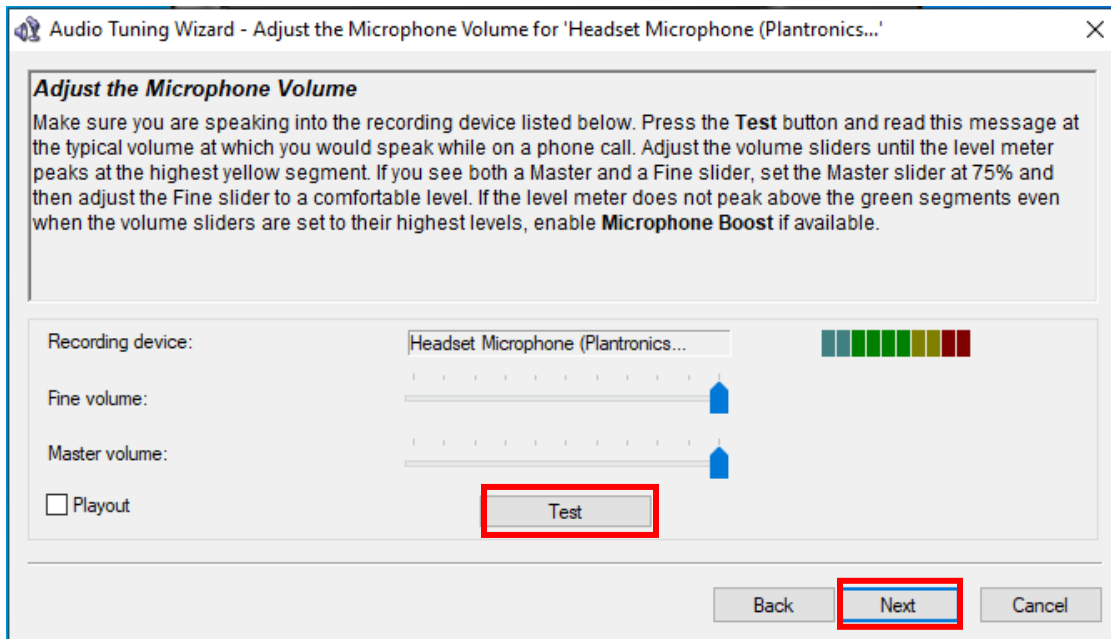
3. Ensure all dropdown menus have your USB Headset as their option, if it is different, change it to your USB headset. Click **NEXT**



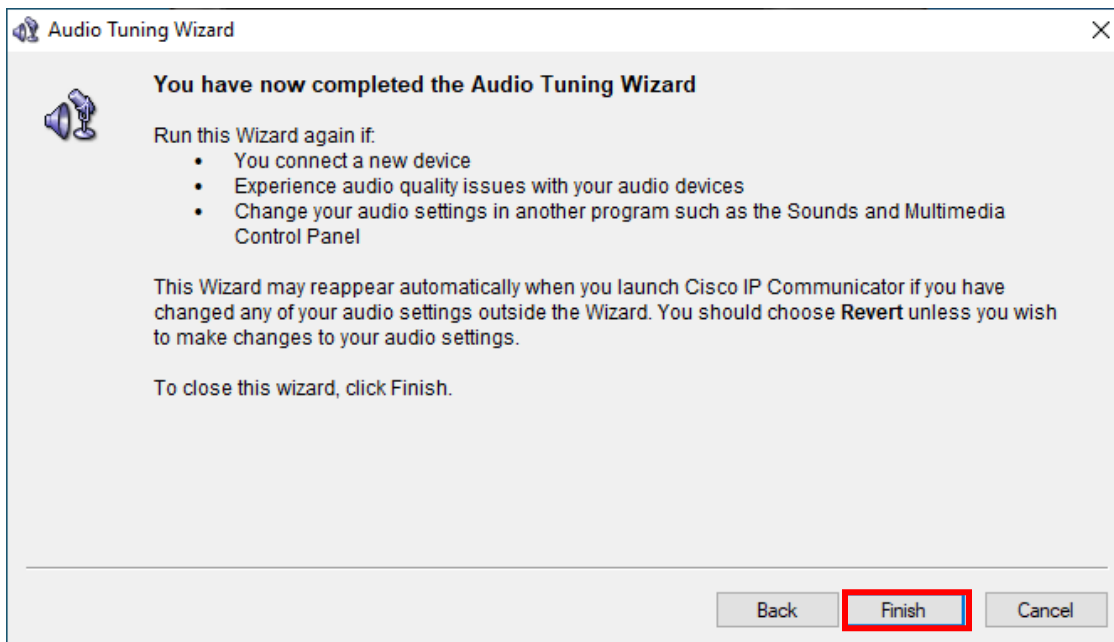
4. Click on **PLAY**. Adjust volume as needed and click **NEXT**



5. Click on **Test**. Adjust Volume as needed and click **NEXT**.



6. Click on **Finish**



If headset is still not recognized by Cisco Phone, please contact your Local Tech Support or the ITD Help Desk at 562-345-9955 as it may require Admin access to resolve headset audio issue.

Note: Head-set Tuning Preferences will need to be done again if head-set is disconnected.