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

About A	udio Tuning Wizard	>
A	Select and Tune Audio Devices	
U E	Before you begin:	
	Close all other programs that play or record sound, such as Microsoft Sound Recorder.	
	Make sure the audio devices (headset, speakers, microphone and handset) you wish to use are plugged in and turned on.	
	If you are using a headset, position its microphone as close to your mouth as the headset manufacturer recommends.	
	To continue, select Next.	
	Back Next Cano	el

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

or each audio mode, you Idio devices and modes	u must select the device you want Communicator to s see the user quide	o use. If you n	ieed help understa	anding
nuo devices and model	s, see the user guide.			
Headset:	Plantronics Blackwire 3220 Series	~		
Speakerphone:	Plantronics Blackwire 3220 Series	~	•	
Handset:	Plantronics Blackwire 3220 Series	~		
_	Plantronics Blackwire 3220 Series	~		
Ringer:				

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

🕸 Audio Tuning Wizard - Adjust the Lis	tening Volume for 'Headset Earphone (Plantronics B'	×					
Adjust the Listening Volume							
Make sure you are listening to the playback device below. If your device has external volume controls, increase them to their maximum values before tuning. Press the Play button and then adjust the Volume sliders until the sample sounds are being played at a comfortable level. If you see both a Master and a Wave slider, try setting the Wave slider at 75% and then adjusting the Master slider to a comfortable level.							
Playback device:	Headset Earphone (Plantronics B						
Wave volume:							
Master volume:							
	Play						
	Back Next	Cancel					

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

Adjust the Microphone Volume									
Make sure you are speaking into the recording device listed below. Press the Test button and read this message at the typical volume at which you would speak while on a phone call. Adjust the volume sliders until the level meter peaks at the highest yellow segment. If you see both a Master and a Fine slider, set the Master slider at 75% and then adjust the Fine slider to a comfortable level. If the level meter does not peak above the green segments even when the volume sliders are set to their highest levels, enable Microphone Boost if available.									
Recording device:	Headset Microphone (Plantronics								
Fine volume:									
Master volume:									
Playout	Test								
	Ba	ck Next Cancel							

6. Click on Finish

🚯 Audio Tu	uning Wizard	Х
You have now completed the Audio Tuning Wizard Run this Wizard again if. You connect a new device Experience audio quality issues with your audio devices Change your audio settings in another program such as the Sounds and Multimedia Control Panel This Wizard may reappear automatically when you launch Cisco IP Communicator if you have changed any of your audio settings outside the Wizard. You should choose Revert unless you to make changes to your audio settings.		
	To close this wizard, click Finish. Back Finish Cance	el

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.