Audio Settings Guide

This guide explains how to configure audio settings on **Windows** computers, particularly for **Microsoft Teams**, **Ring Central** and **Zoom**.

Audio Components

You mainly need to worry about setting **two** audio components: your **speakers** and **microphone**.

Speakers (Output)

Speakers are devices that allow your computer to play audio.

Laptops

→ almost always come with built-in speakers, which also function as the default audio output.

→ normally do not require any setup to work and has a label of Realtek Audio in Windows Sound Settings.

Desktop Computers

→ may or may not come with built-in speakers. If the manufacturer has included speakers, it is typically built into the included computer monitor

Microphone (Input)

The microphone allows you to record audio or talk with others using voice.

Laptops

→ usually have a built-in microphone called *Microphone Array*, which is also the default audio input device.

→ may also have the *Realtek Audio* label in *Windows Sound Settings*

Desktop Computers

→ may or may not come with a built-in microphone.

→ like the speaker component, if there is a microphone, it's typically built into an included computer monitor

Troubleshooting
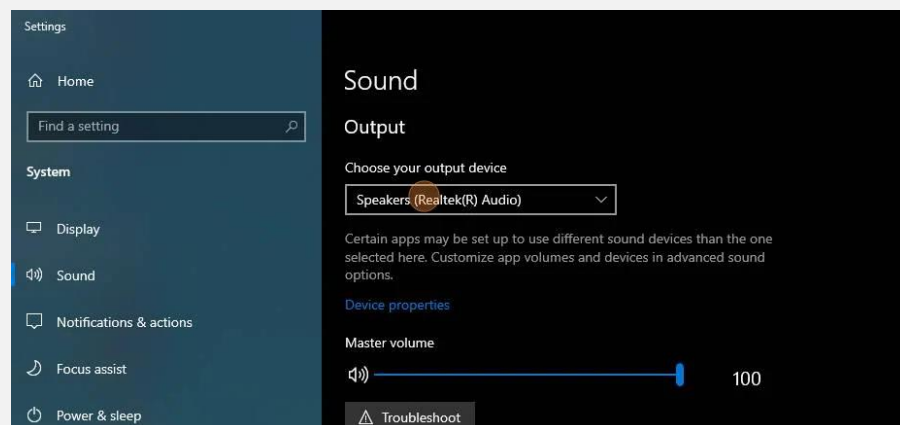
If your speakers or microphone are not working:

→ Make sure you have the correct audio devices selected. (Note that there may be more than one output and input device available, such as headsets, external microphones, etc.)

→ The instructions in the next sections explain how to fix the audio settings for *Windows*, *Teams*, *Ring Central* and *Zoom*.

→ If your issue persists even after confirming you've selected the correct audio devices, please reach out to IT.
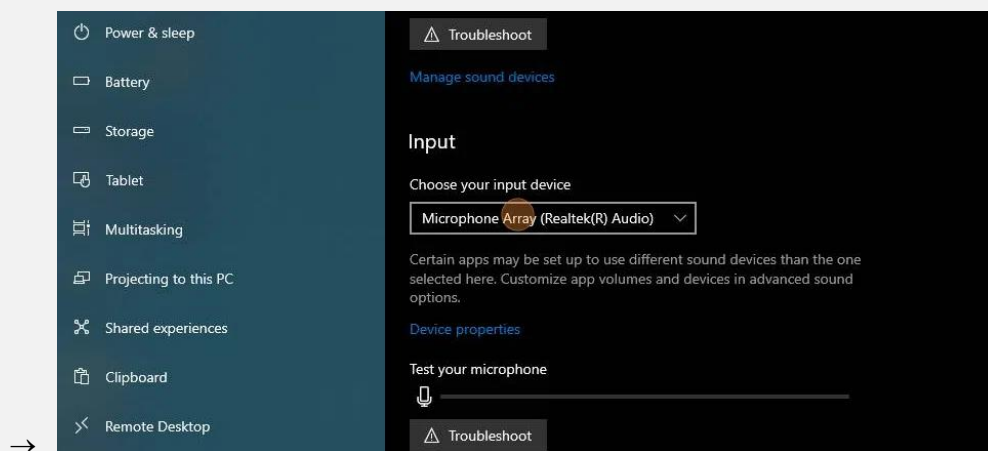
Audio Settings: Windows 10

1. From the *System Tray* (bottom right corner of your desktop bar) right-click the **speaker icon**, then select **Open Sound Settings**.

2. Under *Output*, choose your desired audio source from the dropdown. The device you select here is where you will hear sound from.
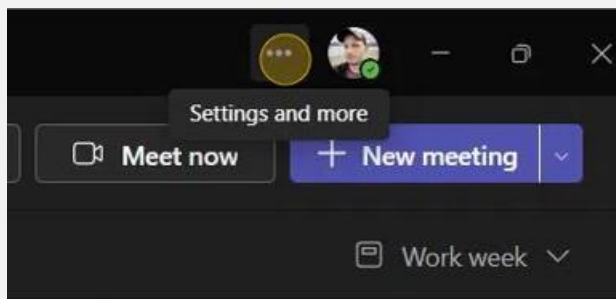

3. Now, under *Input*, select your preferred microphone source from the dropdown.
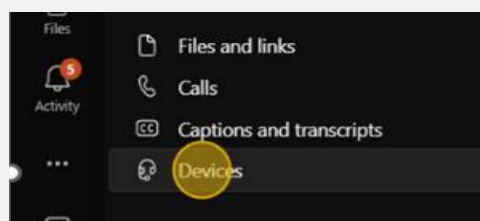

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Your Windows audio configuration is now set!
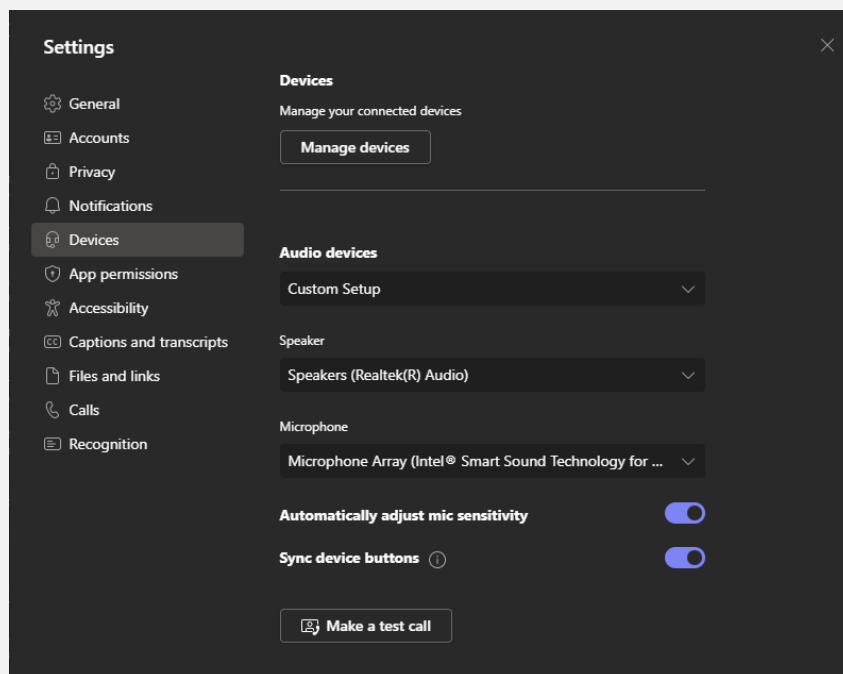
Audio Settings: Microsoft Teams

1. Click on the **three dots** from the top-right corner of the Teams window and select ⚙ **Settings**.

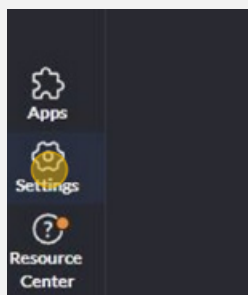2. Click **Devices** from the sidebar on the left.

3. From *Devices*, select the audio source you'd like to use for both the speaker and microphone via their respective dropdowns.
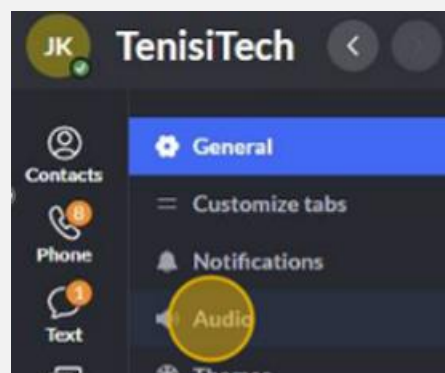
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To test that your settings are working as expected, select **Make a test call** and follow the on-screen prompts.

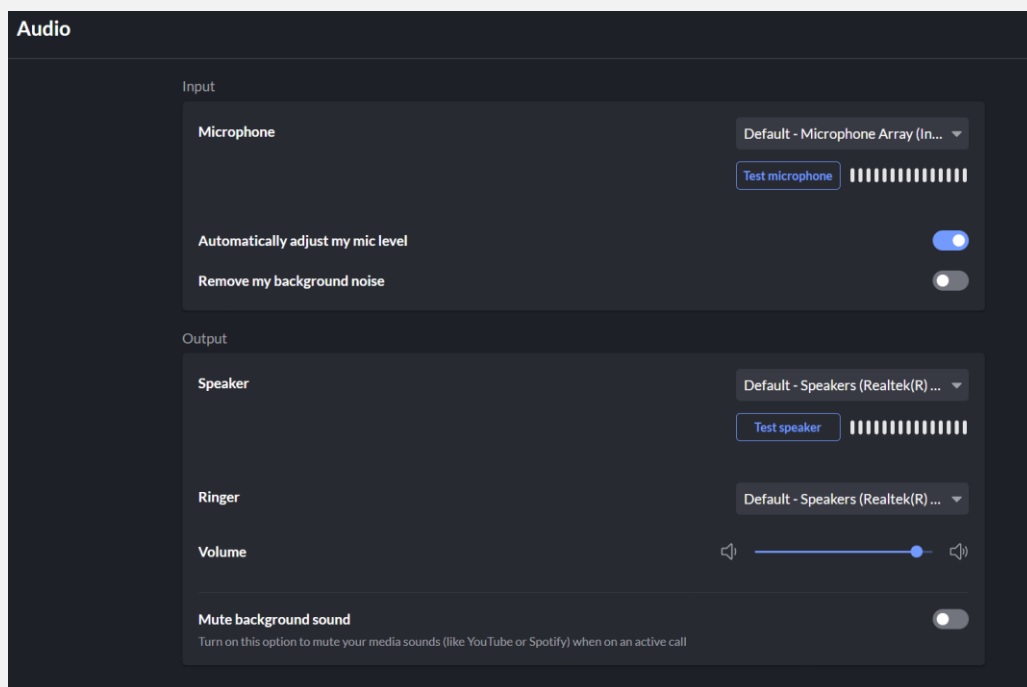TENiSi TECH

Audio Settings: Ring Central

1. Click on the **Settings gear icon** from the bottom-left corner of the *RingCentral* app:
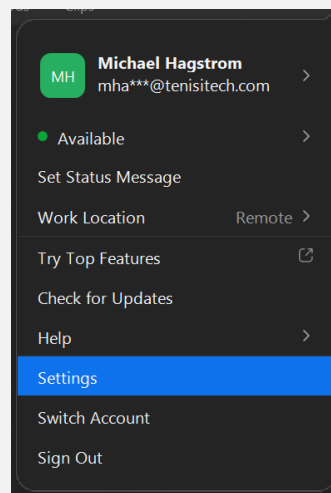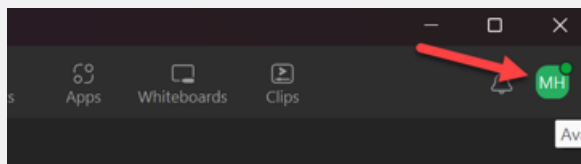
2. Click **Audio**:

3. Select your preferred Microphone and Speaker sources via their respective dropdowns. Once selected, test your devices by clicking the **Test microphone** and **Test speaker** buttons.

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Audio Settings: Zoom

1. In *Zoom* click on your **Profile icon** in the upper right corner and then select **Settings.**

2. Select **Audio** on the left, which will allow you to select your speaker and microphone devices. You will also be able to test them from this same page.