

Audio Settings Guide

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

→ <u>View in Zendesk</u>

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

- $\rightarrow~$ 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

- \rightarrow 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

 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.

Settings	
命 Home	Sound
Find a setting	P Output
System	Choose your output device
Display	Speakers (Realtek(R) Audio)
Notifications & actions	Device properties
J Focus assist	dッ) 100
🖒 Power & sleep	▲ Troubleshoot

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



Your Windows audio configuration is now set!



Audio Settings: Microsoft Teams

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

 Settings and more

 Meet now + New meeting

 Work week ~
- 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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		Manage devices	
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		Automatically adjust mic sensitivity	
		Sync device buttons 🕕	
		문) Make a test call	
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To test that your settings are working as expected, select **Make a test** call and follow the on-screen prompts.

Audio Settings: Ring Central

- 1. Click on the **Settings gear icon** 2. Click Audio: from the bottom-left corner of the RingCentral app: TenisiTech 🔍 JK 0 General ۲ مهم Contacts = Customize tabs C Phone Notifications G ? Text Center
- 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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Automatically adjust my mic level Remove my background noise	•
Output	
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Volume	ಧ,ರು
Mute background sound Turn on this option to mute your media sounds (like YouTube or Spotify) when on an active call	•

Audio Settings: Zoom

 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.

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