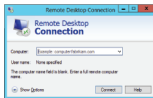PRO HEADSET

Instructions

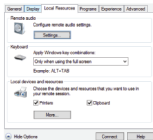## Standard Use

1) Product is plug and play. Insert into USB port and start using.

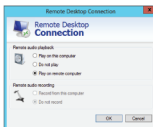## Using with Remote Desktop

      1) Select show options

      2) Select local resources/settings

      3) Select: Play on remote computer
        and select OK

FAQs

Issue: Headset is not being detected by computer

Headset is not working or appearing.

Try privacy settings:
A. Go to Start , select Settings > Privacy > Microphone
B. Activate 'Allow apps to access your microphone'

Enable Microphone
If your computer has a built in MIC or was previously connected to another input sound
system you will need to fist disable that input. To do so see below:
A. Right click on windows icon and select Device Manager
B. Expand 'sound devices' or 'Audio inputs and ouputs' to display your microphone. It may be
   called 'Integrated microphone' , 'USB microphone' or similar
C. Right-click on the device and choose 'Disable'
D. Click 'OK' to confirm

Enable Speakers
If your computer has a built in speaker system:
A. Open Device Manager
B. Expand 'sound devices' or 'Audio inputs and ouputs' to display your sound device options.
   Enable headset
C. Click 'OK' to confirm

Issue: People cannot hear me

A. Right-click the Speakers icon on the taskbar
B. Select Open Volume mixer

Issue: People cannot hear me (cont.)

C. You'll see a set of volume controls for your devices. Make sure none of them are muted. If any of them are muted, you'll see a red circle with a line through it next to the volume control. In that case, select the volume control to unmute
D. If not muted check input volume and make sure it is raised to the higher end

If Headset still does not appear
A. Check your device properties to make sure that your devices have not been disabled by mistake
B. Select Start > Settings > System > Sound
C. Select your audio device, and then select Device properties. Be sure to select Device properties for both the output and input devices.
D. Then Select install or update driver. Follow instructions to install
E. Once finished installing please restart your computer

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