

There are three methods of audio that can be used:

1. VoIP - Push-To-Talk Button
2. VoIP - Open Microphone (This method opens the microphones for all attendees, so ALL attendees should wear headsets for optimal audio quality)
3. External Conference Line

Before joining any Jigsaw session, you will want to do the following:

- Turn off any other applications trying to access your microphone.
- When using a headset, plug in your headset prior to “joining” any session.
- Use Jigsaw’s “Test My PC” tool and test your microphone: See steps below.

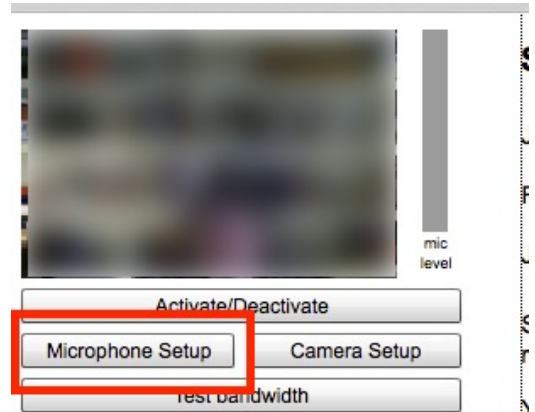
Step 1: Click Here



Step 2: “Allow”



Step 3: Choose Microphone Setup.



Step 4: Choose the microphone.



Step 5: Speak and you will notice the microphone meter moving up and down.

VERY IMPORTANT: If you are using a headset, gently tap the headset's microphone boom several times to make sure your headset microphone is being recognized vs. another microphone on your computer.

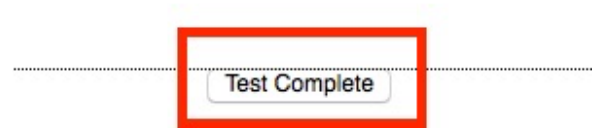
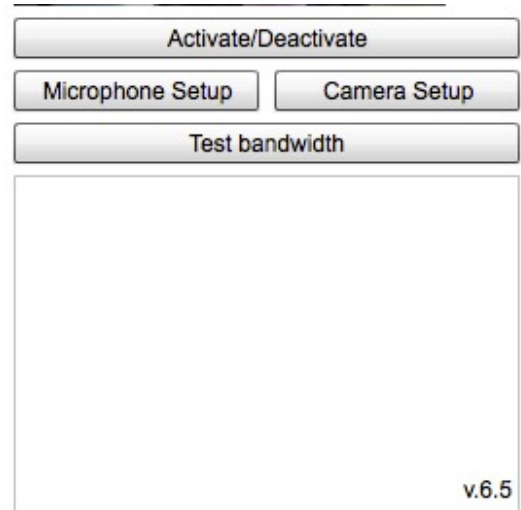


If your microphone is not registering in the “mic level”, then check your computer's input/recording settings to make sure you have selected the same microphone.

- On a PC you will find this setting under Start > Control Panel > Hardware & Sound > Sound > Recording.
- On a Mac you will find this setting Preferences > Sound > Input.

Once your microphone is set, move to the next step.

Step 6: Click “Test Complete”



When you join a meeting via, **Join Using Browser**, you will receive the Adobe Flash Player Settings window.

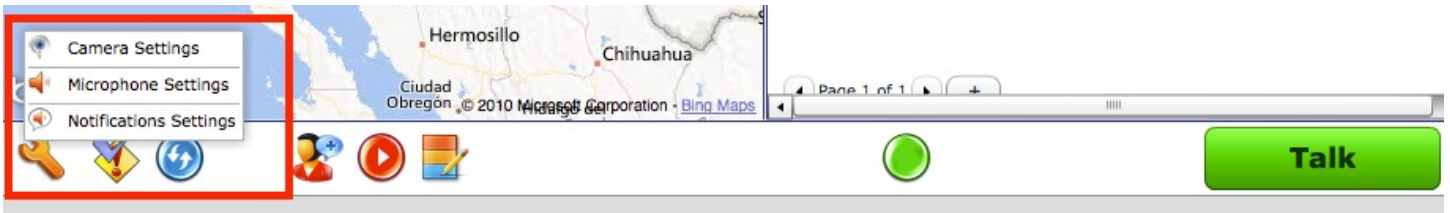
Select “Allow” and “Remember” and choose the button, **Close**.



OTHER AUDIO PROBLEMS

Problem: I hear them, but they can't hear me.

Resolution: Check the microphone settings found in the wrench icon.

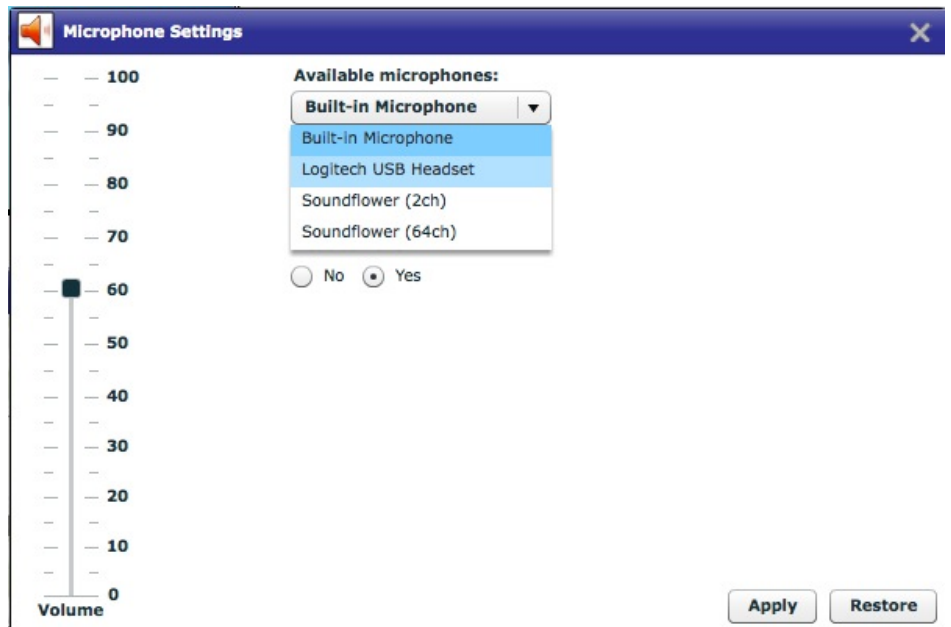


Microphone Settings

Choose microphone and volume.

VERY IMPORTANT:

Once you close the settings window, if you hear any echo, reopen and lower your volume. And, you may need to lower the audio input volume on your computer as well.



Problem: They can hear me, but I can't hear them through my headset.

Resolution: Adjust your computer's audio output setting's to your headset.

Other Ways to Access Audio Microphone

Windows System Tray (PC Only)

- Right click the sound icon > Audio Devices > Recording Tab
- Make sure the correct microphone is selected.



Windows 8 (PC Only)

- Start > Control Panel > Hardware and Sound
- Make sure the correct microphone is selected.
- Set volume around 50%.

MAC

- Apple Menu
- Preferences
- Sound
- Input Tab