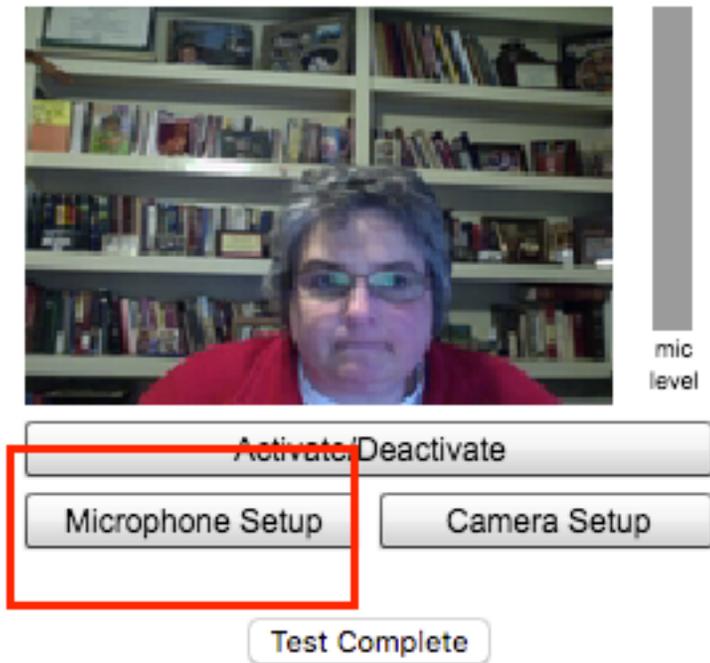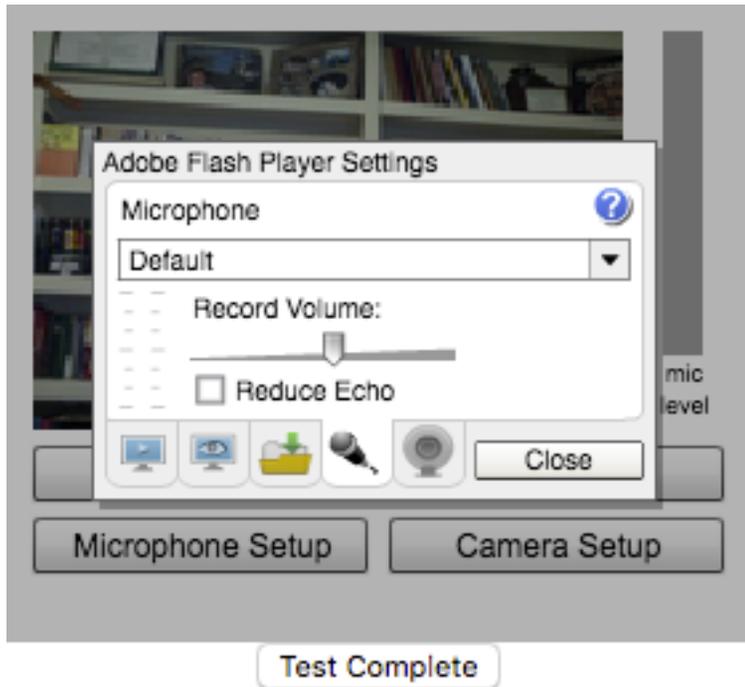# Desktop: Microphone Troubleshooting Tips (Windows)
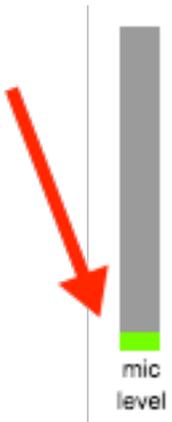
Test your computer...

Prior to joining any Jigsaw session [Test Your Computer.](#)

Choose microphone and **Close**.

Tap the boom of the headset microphone or speak to ensure the green bar is visible. If there is no green bar, then the computer does not recognize your microphone.

Before getting started...

While troubleshooting any microphone issue, you may need to disconnect it from the computer, shut off your computer, reconnect your audio device, and restart your computer. Some USB microphones need to be disconnected and reconnected according to the manufacturer's instructions.

Note: Always follow the manufacturer's instructions for disconnecting USB devices from the computer because some may require that the device be ejected or turned off before disconnecting. Other devices support the [Windows Safely Remove Hardware](#) feature.

Ensure your microphone is working on your computer...(Windows)

1. Check your software: If the microphone came with software, make sure it has been properly installed.

2. Check your power: If the microphone uses batteries, make sure the batteries are good and installed correctly.

3. Check the volume: If the microphone has an individual volume control or mute, make sure the volume is turned up or not muted.

4. Check the connection: Check the connection to your computer. Jigsaw recommends USB connectors for headsets, but Jack controlled heads may be used.

- USB: Disconnect, then reconnect it to your computer. If the computer still does not recognize the microphone, reconnect to a different USB port on your computer.
- Jack: Disconnect, then reconnect the jack to the computer. However, if your analog Jack headset does not work properly, we recommend that you upgrade to a USB headset.

5. If your computer recognizes your microphone, then Jigsaw will recognize it when you join the session. But if your computer does not recognize your microphone, Jigsaw will not recognize it either.
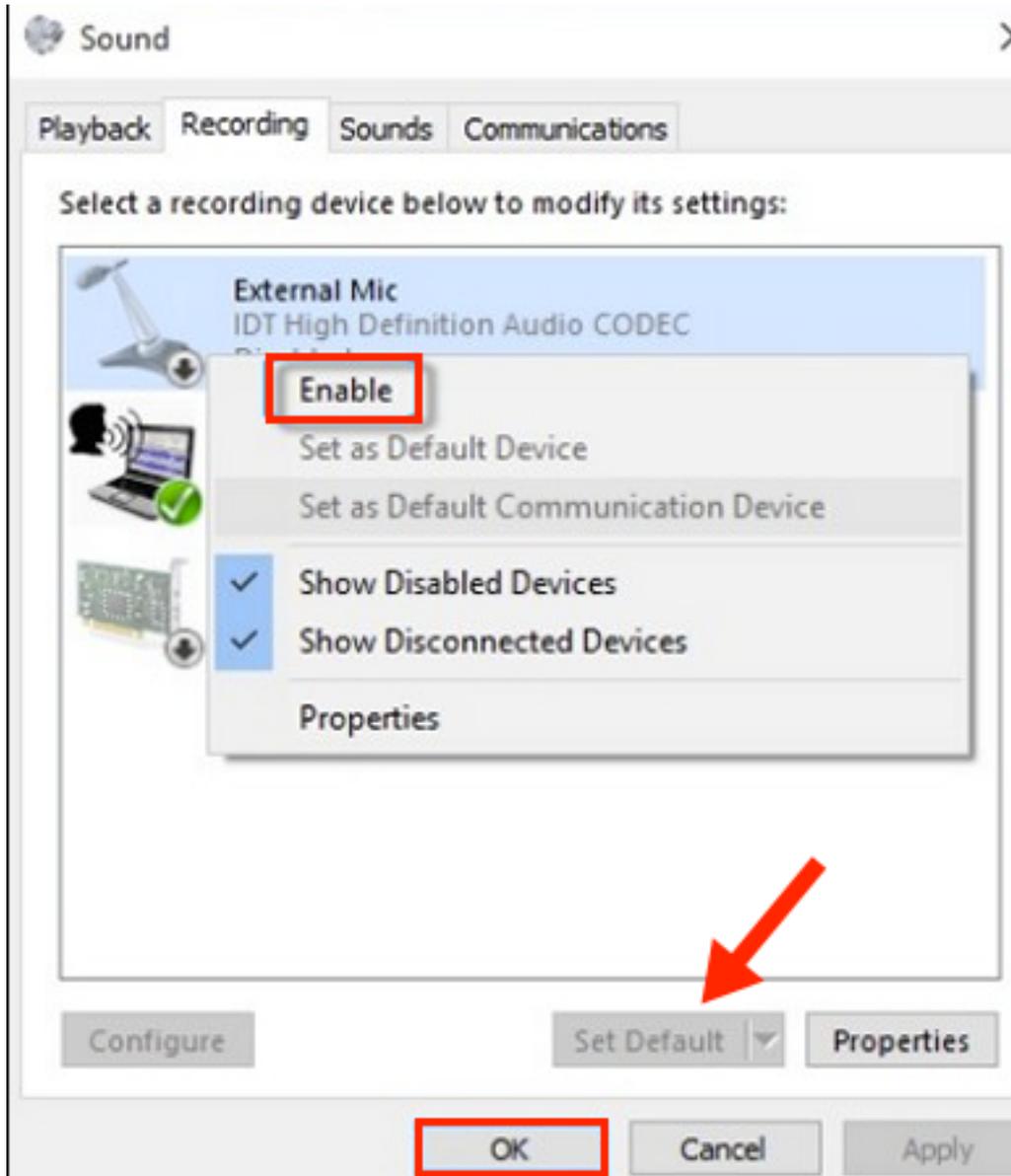
Check the sound settings...(Windows)

Windows: Open the Sound window to make sure the computer is recognizing the microphone.
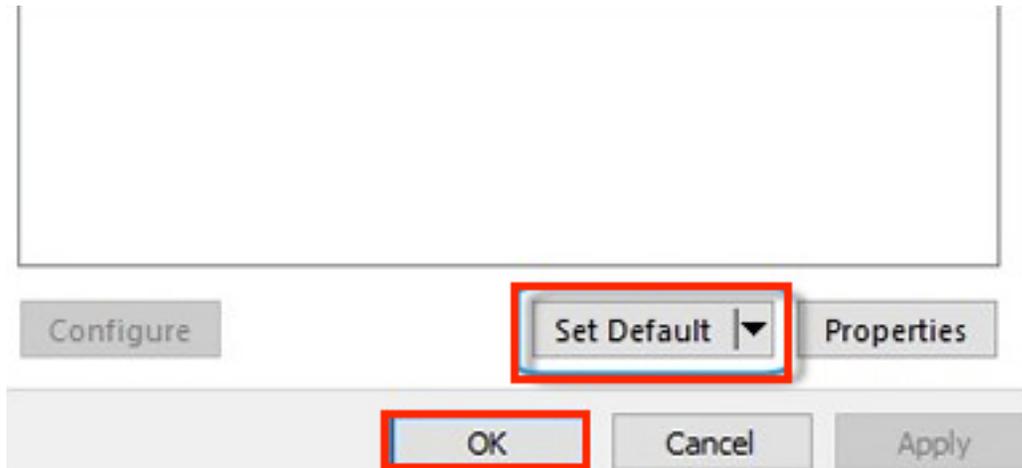
1. Connect microphone to the computer.

2. Settings > Search for "sound".

3. Go to the "Recording" tab in the Sound window.

4. Right-click an empty area of the Sound window.

5. Choose **Show Disabled Devices** and **Show Disconnected Devices.**

6. If the microphone is listed as **Currently unavailable** or **Not Plugged In**, disconnect and reconnect it to the port. If the computer still does not detect the microphone, refer back to the **Ensure your microphone is working on your computer...**

7. Test the microphone by speaking into it or, if using a headset, tap to boom of the microphone. Make sure the gray bars next to the device name change to green. The green bars show the computer is recognizing that device.

- You may want to make the microphone the default device for the computer.

Setting up the default microphone...(Windows)

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1. From the Recording tab of the Sound window, select the device you wish to use.

2. If the device contains a small circle with a black arrow pointing down, the device is disabled. To enable that device, right-click the name and select **Enable**.
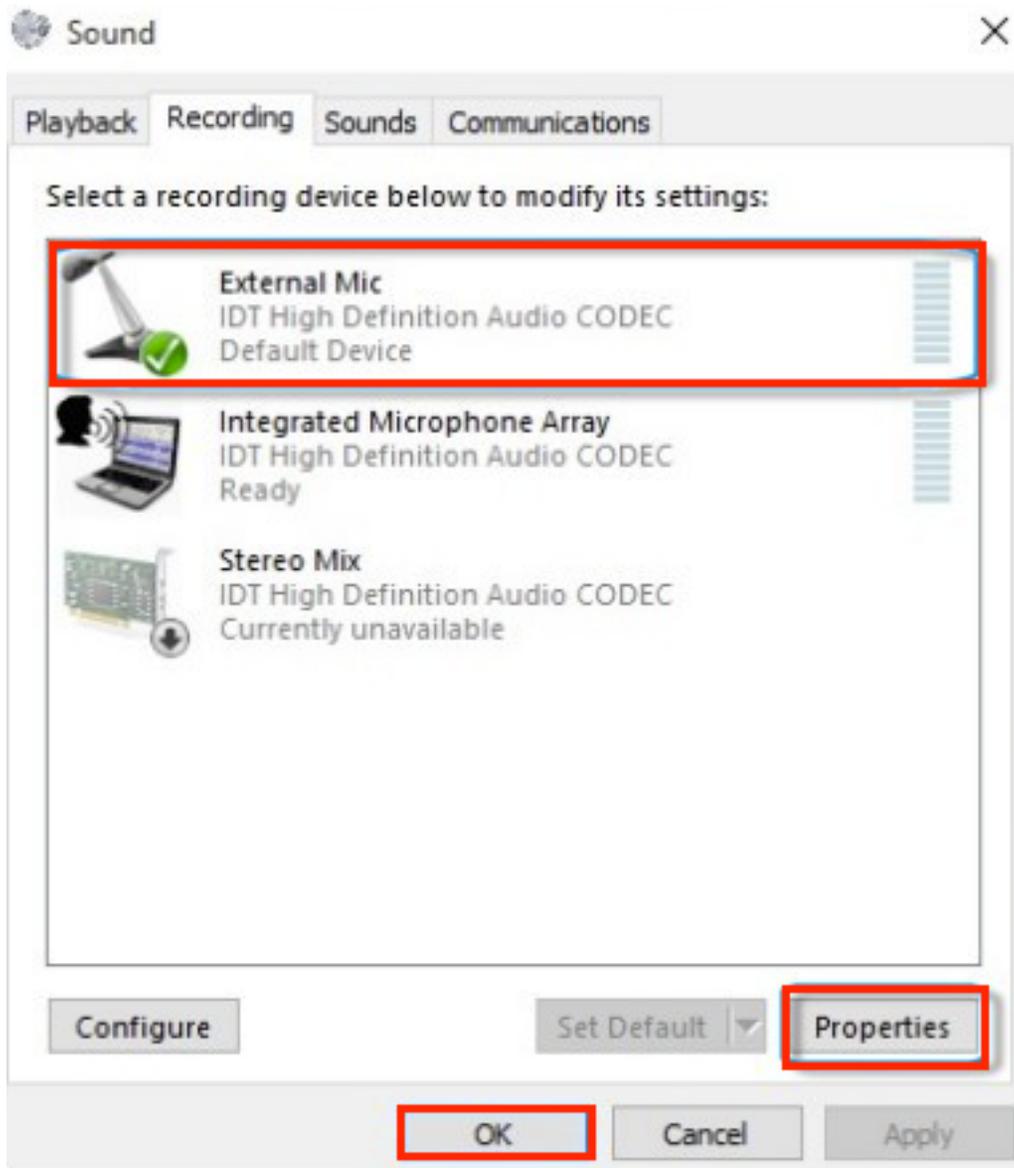
Then click **Set Default** to make this device the default audio input device and **OK** to save the changes.
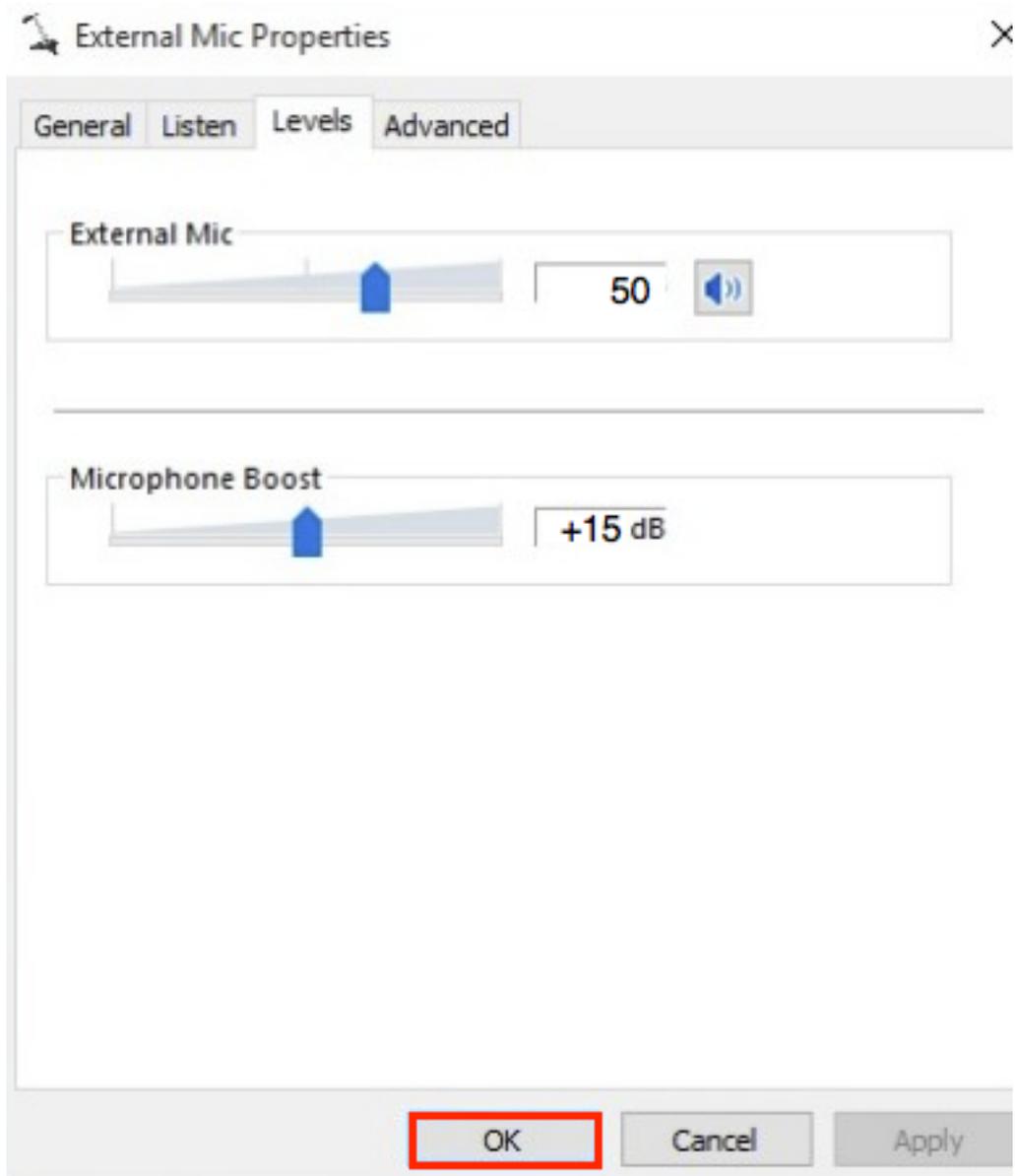
Checking the volume and mute settings...

The volume for the microphone could be muted or turned down, making the computer appear unresponsive to the microphone. Use the following steps to check the speaker volume levels for the microphone.

1. You will need to unplug all other sound devices before performing this step. From the **Recording** tab of the Sound window, select the active microphone and click **Properties**.

2. Go to **Levels** tab.

External Mic Properties ✕

General Listen **Levels** Advanced

External Mic

50 🔊

Microphone Boost

+15 dB

OK Cancel Apply

3. If the Mute button is on [🔇] , be sure to turn it off.

4. Use the slider bar to adjust your the level and boost for your microphone. We suggest 75 for level and +15 to +20 dB for boost.

5. Click **OK**.

For more Windows support microphone tips visit: MICROSOFT TROUBLESHOOTING HEADSETS.