

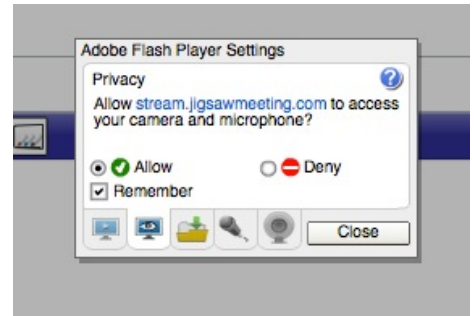
# Audio Troubleshooting Tips

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.

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**.



## AUDIO PROBLEMS

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

**Resolution:** Select the microphone in the “wrench” icon > microphone settings. Make sure it matches the input/recording microphone selected on the computer. To find the computer’s microphone settings see below:

- For PC > Start Button > Control Panel > Hardware & Sound > Sound > Manage Audio Devices > Recording.
- For MAC > Apple Menu > Preferences > Sound > Input

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

**Resolution:** Adjust your computer’s audio output to your headset. To find the computer’s output settings see below:

- For PC > Start Button > Control Panel > Hardware & Sound > Sound > Manage Audio Devices > Playback.
- For MAC > Apple Menu > System Preferences > Sound > Input

**Problem:** When I talk, I hear an echo.

**Resolution:** Turn down your input volume on your microphone either in Jigsaw’s Microphone Settings and/or on your computer as well.