

Sound Diagnostics Microphone / Headsets

This document is written with the assumption you have a general understanding of basic Windows and Macintosh commands in order to perform the procedures detailed below. When possible, we try to describe the entire process in full detail. For assistance with those procedures, please consult the Microsoft Windows manual or online help system.

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Introduction

Logitech Analog Audio devices require a working analog 3.5mm (1/8 inch) audio jack for analog microphones (select models will be USB). Logitech digital USB audio devices will use the default USB drivers that ship with Windows and Mac OS 8.6 or higher with USB support.

Installation and Connections

Connecting a Logitech USB Audio device to a USB port on your system will result in the system detecting the device and installing the default Microsoft USB Audio drivers. This may require the Windows CD; please insert it when prompted to by Windows. These default drivers provide functionality for all Logitech USB audio device.

If your USB device doesn't function after you connect it, make sure you've plugged it into a working USB port. Try another USB device in the same port to verify that the port is working. You can check the device manager to verify that the driver for the USB device is loaded.

If you are connecting to a standard analog 3.5mm audio jack, make sure that you are connecting the microphone in the microphone jack and the speaker/headphone in the speaker jack. Most of the time you will be plugging into a PCI sound card or "on-board audio" ports. These will either be color-coded or have pictorial or name indicators next to the available jacks.

If you are using speakers as well as headphones, you may require a splitter since they both will require the speaker jack. Some computers will have multiple jacks for each the microphone or speakers. This can be seen on a computer that has a combination of two or more of a sound card, voice modem, and on-board audio. If this is the case, you will need to ensure that you have the appropriate audio device selected for recording and playback in your computer's audio settings.

Computer Audio Settings

Windows

When using standard audio jacks, you may be required to select the appropriate audio device in the Windows Audio Settings.

1. Open the Windows Control Panel.
2. Double click on the appropriate applet.
 - a. For Windows XP, Windows Me and Windows 2000, select Sounds and multimedia.
 - b. For Windows 98, select Multimedia.

On the Audio tab, ensure that the audio device that the microphone or headset is plugged into is selected. If you have the device plugged into your sound card, the sound card should be selected. Select the Audio volume controls for both Playback and Recording and ensure that the device is selected and not muted. If you are using a USB audio device, then it should be selected in place of the sound card.

For additional information on setting up Windows Multimedia, please refer to the Windows Help System.

Macintosh OS 9.x

1. Click the Apple menu.
2. Select control panels, then select sound.
3. Select the input tab.
4. Choose the correct microphone.
5. Check the box labeled "Check signal level" to adjust the microphone's volume.

Macintosh OSX

1. Go to System Preferences.
2. Select Speech.
3. Click on the Listen tab.
4. Select the appropriate microphone from the drop down menu.
5. Click the volume to adjust the microphone volume.

Microphone Settings

If your microphone is not working after verifying connections, check the microphone settings in the control panel of your operating system. Adjust the microphone volume as desired.

Windows

1. Double click on the speaker icon in the system tray near the clock.
2. Click Options, then Properties. If you have a USB microphone, make sure it is selected in the "Mixer device" drop down menu.

For analog microphones, continue with step 3-5. If you are using a USB microphone, skip to step 6.

3. In the "Adjust volume for..." drop down box, select Recording.
4. Check the box for microphone and click OK.
5. Depending on your Windows version, do the following:
 - a. If you see a "Select" checkbox, make sure your microphone is the only control selected.
 - b. If you see a "Mute" checkbox, mute everything but your microphone.
6. Adjust the microphone volume to the desired level.

Macintosh

You must use the third party software you are using with the microphone to change these settings.

Testing your headset/microphone

Often, there are many configuration options in 3rd party software that may cause the headset to appear to not function. To verify that your headset/microphone is working correctly, try the following:

Windows

1. Make sure your headset/microphone is the preferred sound device by using the

steps above.

2. Test the device in Sound Recorder. To do so, follow these steps: Go to **Start**, then **Programs**, then **Accessories** then **Entertainment**, and select **Sound Recorder**
3. Record yourself speaking briefly and play the recorded sound back to verify that your headset is working.
4. If your headset is still not working, contact Technical Support for further assistance.

Mac

1. Make sure your headset/microphone is the preferred sound device by using the steps above.
2. In the location of where you select your microphone, there is a level meter that shows how much input the microphone is receiving. You can speak into the microphone to see if the meter moves to test your microphone.
3. To test your earpiece, make sure your headset is the preferred device and play any sound.