



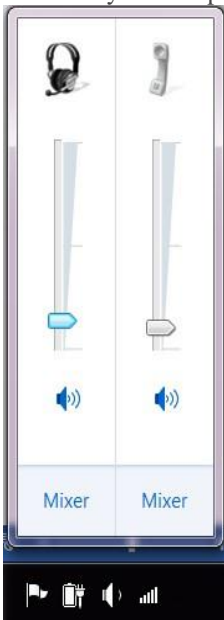
You can't hear others

If you can't hear audio, check the following:

In the Lync Meeting, point to the Phone/Mic button  and then click the DEVICES tab. Make sure the device you want is selected, and the volume is set to high. Adjust the volume by using the speaker slider.




- If your device is connected to a USB hub, connect it directly to your computer.
- Check the speaker volume on your computer as well. Click the speaker icon  on your taskbar, (usually on the lower-right corner of your computer). Then use the slider to change the volume of the device you selected.




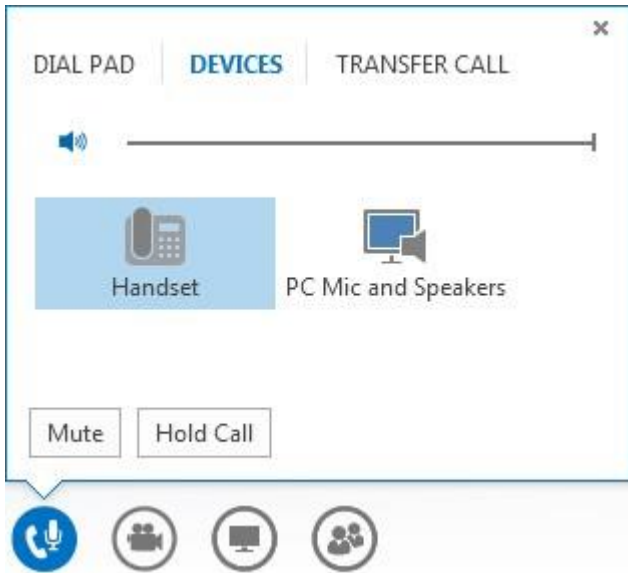
- If you are using computer speakers instead of a headset, make sure your speakers are on and the volume is set turned up.

Contact the IT Services Helpdesk in the Library or call 651-290-6411 with questions or for more information.

People can't hear you

- Check to make sure you're not muted. When you're muted, the Phone/Mic button in the meeting looks like . Click the button to unmute.

- In the Lync Meeting, point to the Phone/Mic button  and then click the DEVICES tab. Make sure the device you want to use is selected.



- In the Lync main window, go to Options > Audio device, and choose the microphone you want. Then use the slider to adjust the mic volume. The blue indicator helps you choose the appropriate level as you speak.

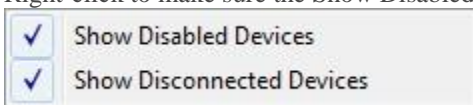


Lync doesn't recognize your audio device, or you get an error: "Your speaker and microphone are not working"

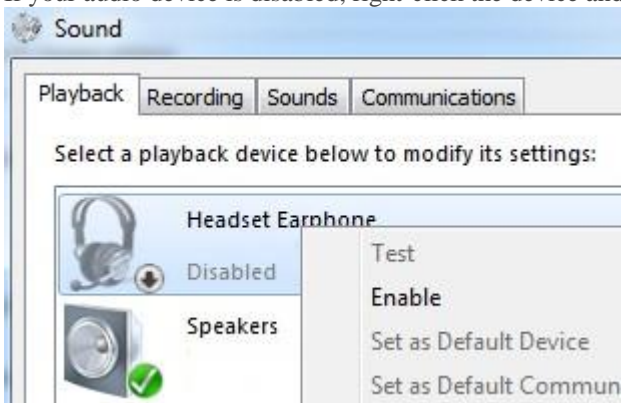
After each step, check to see if your device is working before moving on to the next solution.

- Make sure your device drivers are up to date.
- If your audio device is connected to a USB hub, plug it directly into your computer.
- Unplug your device, reboot, and plug it back in.
- Make sure your audio device is not disabled:

1. Go to Start > Control panel.
2. In Control panel, search for Sound and open it.
3. Right-click to make sure the Show Disabled Devices check box is selected.



4. If your audio device is disabled, right-click the device and click Enable.

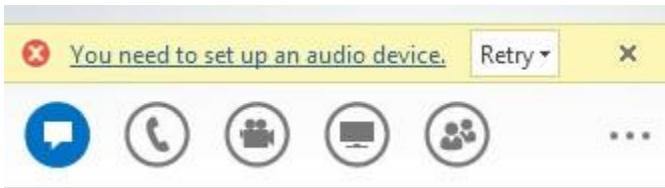


- Scan for hardware changes in Device Manager:
 1. Go to Start > Control panel.
 2. Search for Device Manager, and then open it.
 3. Select your computer name, and then click Action > Scan for hardware changes. This will find new devices and install the drivers.
- Download the most current drivers from the manufacturer's website and install them.

Contact the IT Services Helpdesk in the Library or call 651-290-6411 with questions or for more information.

Error message notifications

In some cases, Lync displays a notification about audio in the conversation window or the Lync main window. Click the notification for more information or suggested solutions. See an example below:



Contact the IT Services Helpdesk in the Library or call 651-290-6411 with questions or for more information.