Audio Setup Wizard Quick Reference Guide

Prior to participating in a session, you should ensure that your audio is configured correctly. Audio settings can be configured using the Audio Setup Wizard.

Using the Audio Setup Wizard on a PC

The Audio Setup Wizard is accessible from the Audio menu which is located in the Audio & Video panel.

Steps for Configuring Your Audio

1. Open the Audio Setup Wizard by clicking the Audio & Video menu and clicking Audio Setup Wizard.
2. From the Select Audio Output Device dialog, choose the device that will play the session audio e.g. speakers.
3. Click OK
4. Click the **Play** button and adjust the volume slider so that you can clearly hear the pre-recorded message. Click **Stop** and then **Yes** to confirm you were able to hear the audio. If you were not able to hear the audio, click **No** and repeat the previous step.

5. Select the device you will use to send your audio during the session e.g. microphone. **NOTE:** Only have **1 audio device attached to computer**! Example, if you have a headset and a web cam, choose 1 to attach. If you have both attached Collaborate does not know which device to use, so you may hear see talkers during session but may not hear them due to this.

6. Click **OK**
7. If you are using a headset or microphone just for you, select **Single Talker**. If you are using a single microphone to pick up multiple talkers in the same physical space, select **Multiple Talkers**.

8. Click **Record** and speak into the microphone using your normal speaking voice. Adjust the microphone slide bar so that it displays green bars with an occasional yellow bar. Red indicates that your audio is too loud or you microphone is too close to your mouth.

9. Click **Play** and confirm you can hear your recorded voice. You are now ready to participate in the audio portion of the session.
Using the Audio Setup Wizard on a Mac

The Audio Setup Wizard on a Mac computer is slightly different than that of a PC. Open the Audio Setup Wizard in the same manner by clicking the Audio & Video Options menu located in the Audio & Video panel. Proceed as described above if you wish to use the default microphone and speakers on your Mac. If you want to use a different device, click the 🎧 to Open the Sound Preferences panel.

NOTE: Only have 1 audio device attached to computer! Example, if you have a headset and a web cam, choose 1 to attach. If you have both attached Collaborate does not know which device to use, so you may hear see talkers during session but may not hear them due to this. The Sound preferences panel has a screen for audio output or how you will hear the session audio and a screen for input or microphone for sending audio.
Select the desired device for both Output and Input. Then close Sound preferences.