



# No sound? Microphone not working?


Before asking for help, check the following:

## Microphone on/off

Check that the microphone controller on the headset cable is on (displaying a continuous red light).



## Microphone muted

If the volume controller on the headset cable is showing a **FLASHING**  red light, it means it is muted.



## Headset volume

Control the microphone volume by using the + and - buttons on the headset cable.




## Headset positioning

Check that the headset is correctly placed on your head, **L** on left ear and **R** on right ear. The mouthpiece will be on the left side of the headset. Make sure to flip the mouthpiece down before starting to record.



## Computer volume

Check the computer sound settings by clicking on the  icon in the bottom right-hand corner. Turn the volume up if it is muted or too low.

