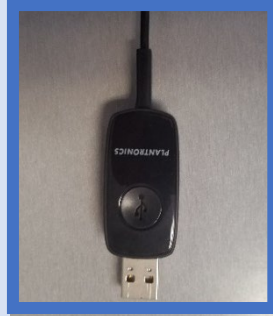


Headset Troubleshooting

3.5mm



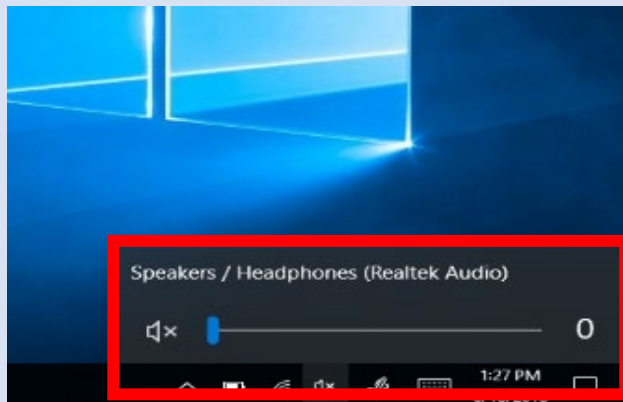
USB



There are two distinct kinds of headphones/headset you may have in your class.

1. **3.5mm:** See section 1 for the differences between newer Dell computers and older Dell computers.
2. **USB:** See Section 2

Basic Troubleshooting

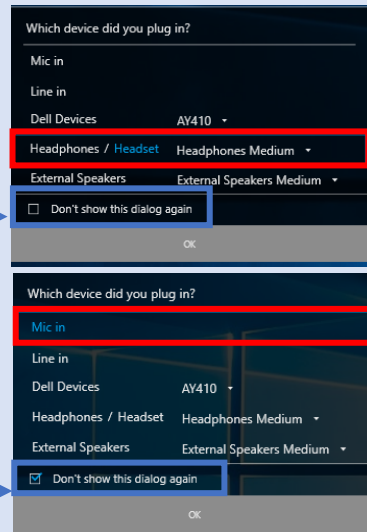


1. Ensure headphones/headset is plugged securely into either a usb port or the headphones/headset jack if a 3.5mm headphones/headset.
2. Ensure that the volume on the headphones/headset is not turned all the way down. Some headphones/headset have a volume control dial on the headphones/headset.
3. Ensure that the volume on the computer is set correctly by selecting the speaker icon.

Section 1: Using 3.55mm Headset Jack

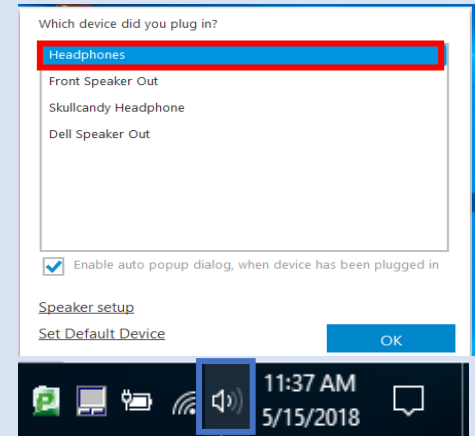
Scenario 1

1. When plugging in a headset you will see the screen below. For the headset to work you must select headphones/headset. If you select any other choice, the headphones/headset will not work.
2. If you check the wrong choice and then select "Don't show this dialog again" the headset will not work, and you will not see the setting box when you plug the headset in again.

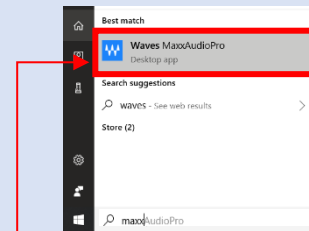


Scenario 2

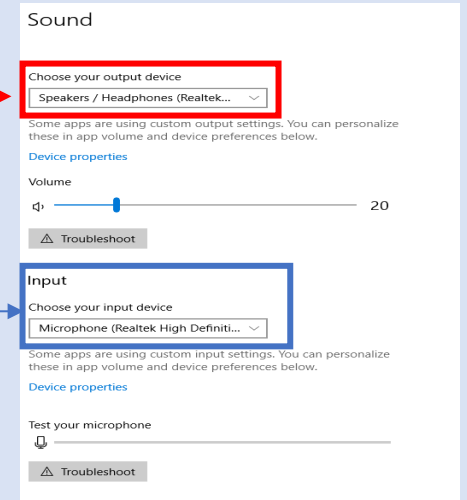
1. When plugging in headphones/headset you will see the following dialog box pop up. Select headphones/headset from the menu and click ok.
2. If the headphones/headset does not work. Right click on the speaker icon and select Open sounds settings.



3. If the headphones/headset is not working and you do not see any dialog box when unplugging and plugging in the headphones/headset use the following instructions to set up the headset.
4. In the search bar on the bottom left type in Maxx. Then press enter. The program Waves Audio will open.

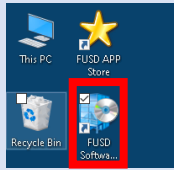


3. The output device should be set to Speakers/Headphones. The input device should be set to Microphone. If any other settings are set change them to the proper settings. You can adjust the volume of the headset with the volume slider.

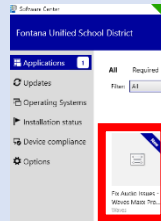


If you do not have Waves Maxx Pro Audio installed, follow the steps below.

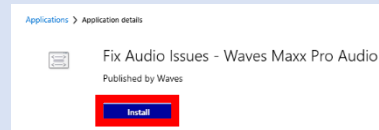
5. Select **Software Center** from the desktop



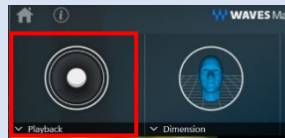
6. After the **Software Center** opens, you will look for **Fix Audio Issues(Waves Maxx Pro Audio)**



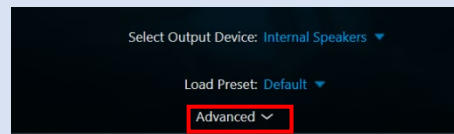
7. Next, select **Install**, once it installs, try to open the program again



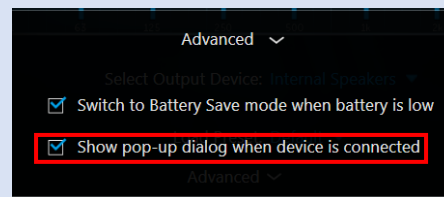
8. When Waves audio opens select **playback**.



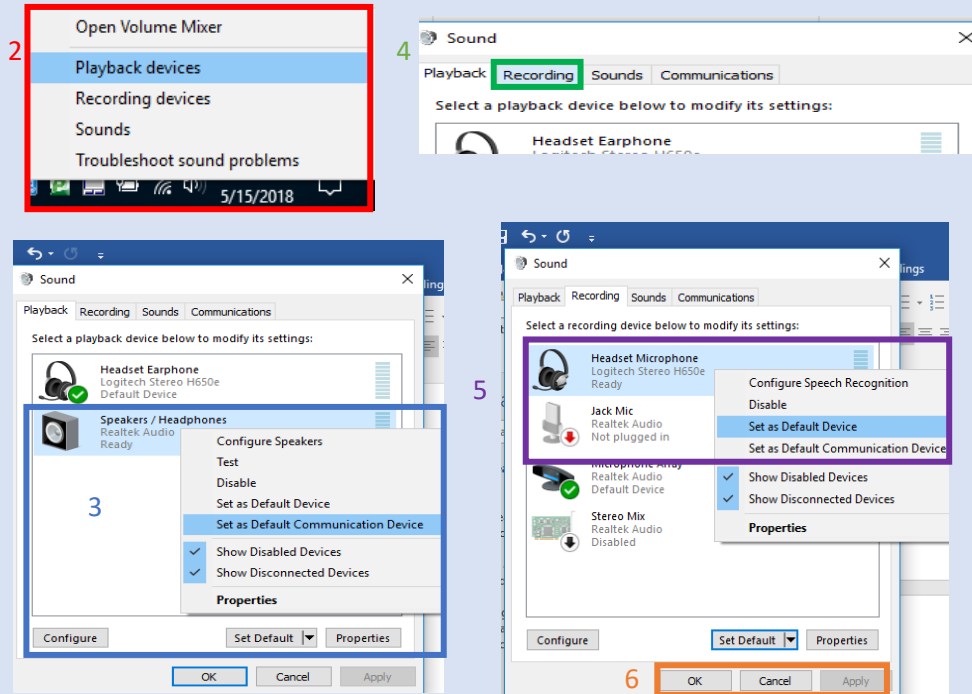
9. Select **Advanced**.



10. Check box that says, show pop-up dialog when device is connected.



Section 2: USB



1. Plug the headphones/headset USB cable into your computer's USB port and wait a few seconds for the device to install.
2. Right-click the volume icon in the Windows notification area and select "Playback Devices."
3. Right-click the headphones/headset in the playback devices list and select "Set as Default."
4. Click the "Recording" tab
5. Right-click on the headphones/headset in the recording devices list and select, "Set as Default Device."
6. Click "Apply" and then "OK."
7. The headphones/headset should now be working.