

Windows Vista Sound Check




You performed the *Skype* test call and you noticed that the words you spoke into the microphone were inaudible. In this section you will check for possible causes.

The first step may seem rather simple. Did you connect the headset correctly?

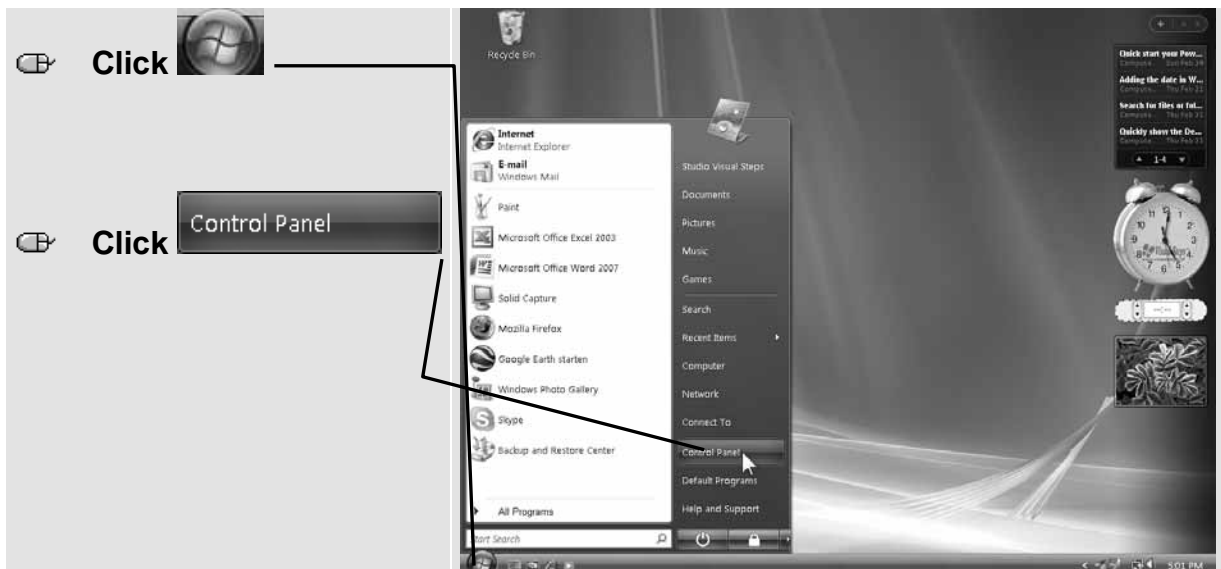


A headset has two plugs. A pink one for the microphone and a green one (sometimes black) for the headphones. You may see a small symbol of the microphone and the headphones on these plugs. The same colors and symbols can be found on the outlets of your PC.

 **Check to make sure you connected the headset correctly. If possible, set the volume slider of the headset to the maximum level**

 **Try the *Skype* test call again**

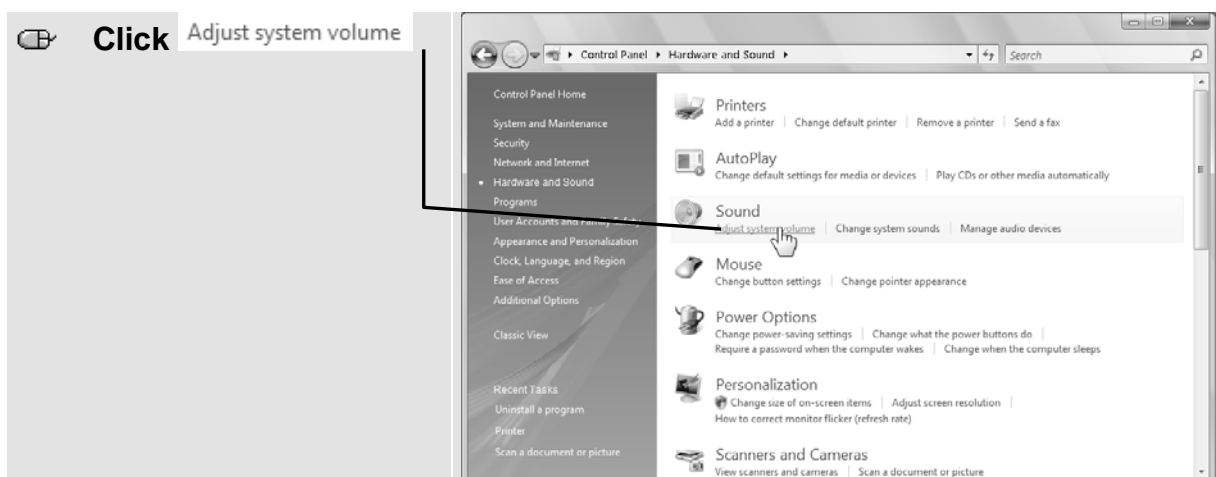
If the test is still not successful, there may be something wrong with the settings of your sound card. You can take a look at these settings now:



You see the *Control Panel*:



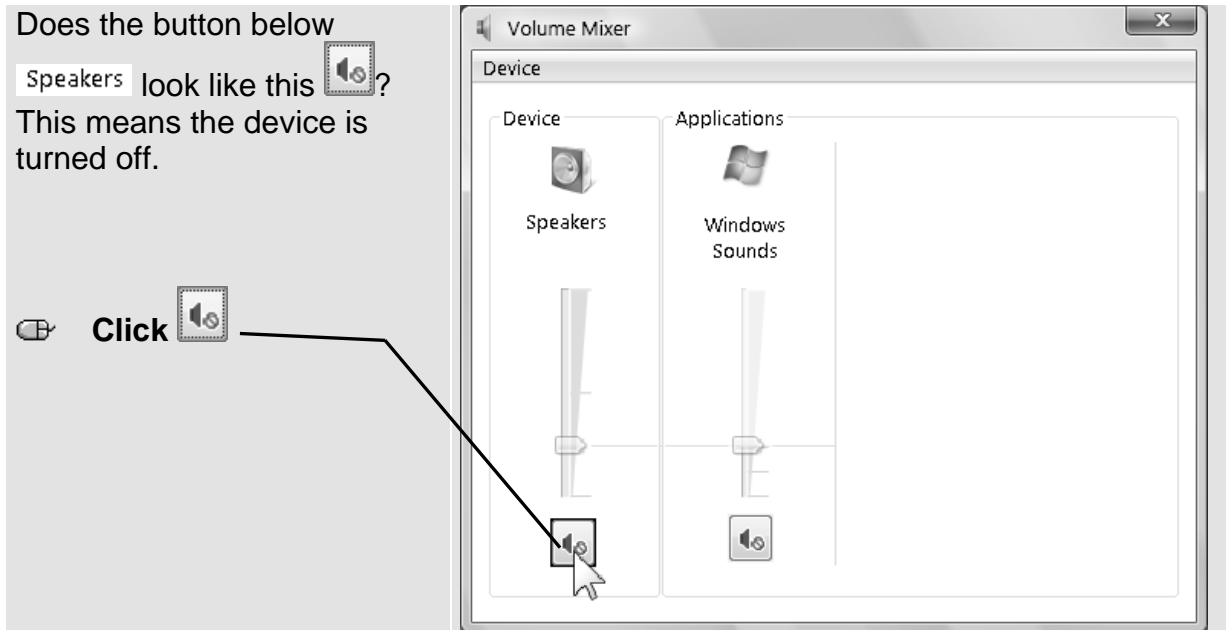
First you are going to adjust the system volume. It is possible that this volume is too low, or that the device is turned off:



➔ **Please note:**

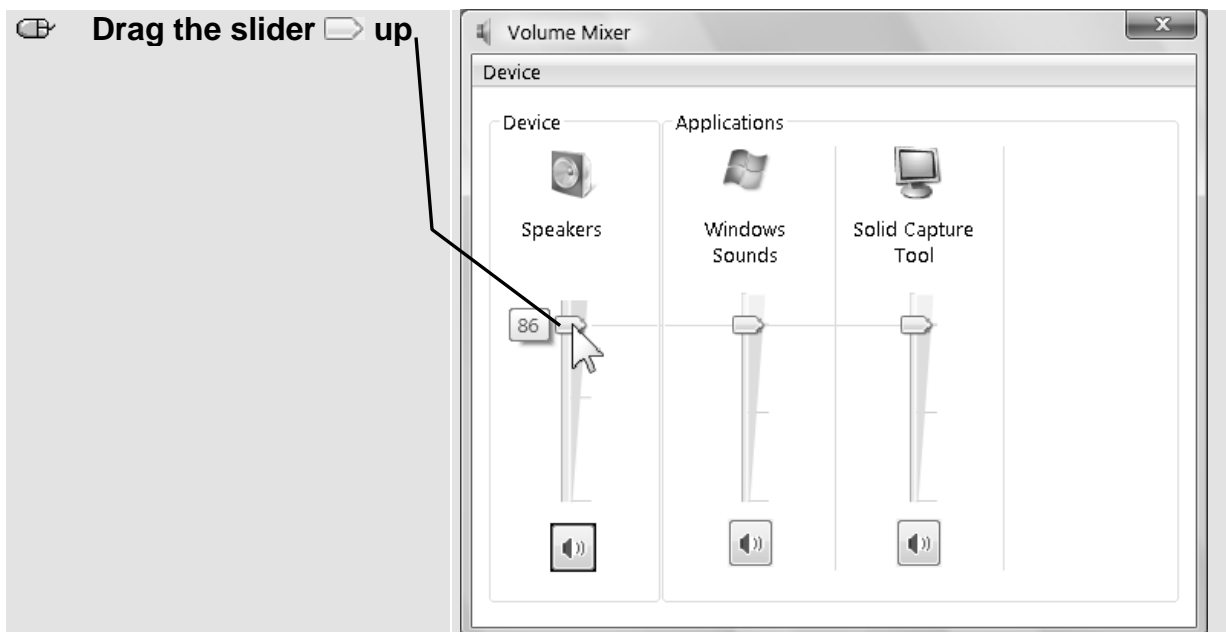
The screenshots you see in these examples may be different from what you see on your screen. This depends on the devices you have connected to your computer.

You see the *Volume Mixer* window. First check to make sure the device is turned on:



 Try the *Skype* test call again

If you did not hear anything now, the volume level may be set too low. You can increase the volume like this:



 Try the *Skype* sound test again

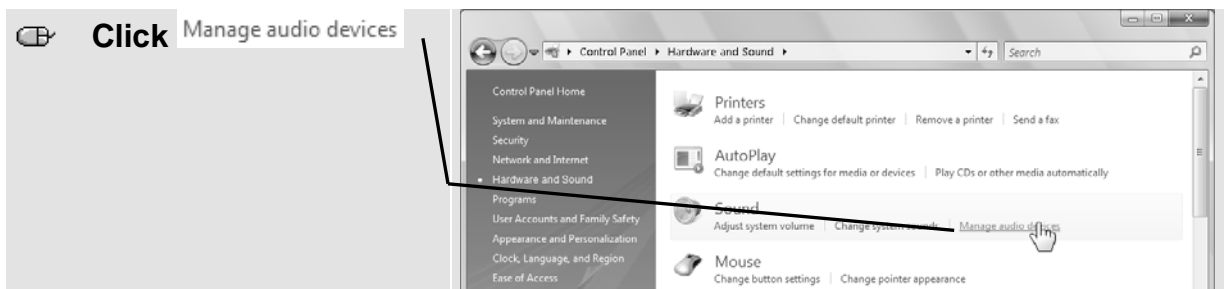
Do you hear something now?

Find a volume that pleases you by moving the slider up and down. When you are satisfied you can close the *Volume Mixer* window.

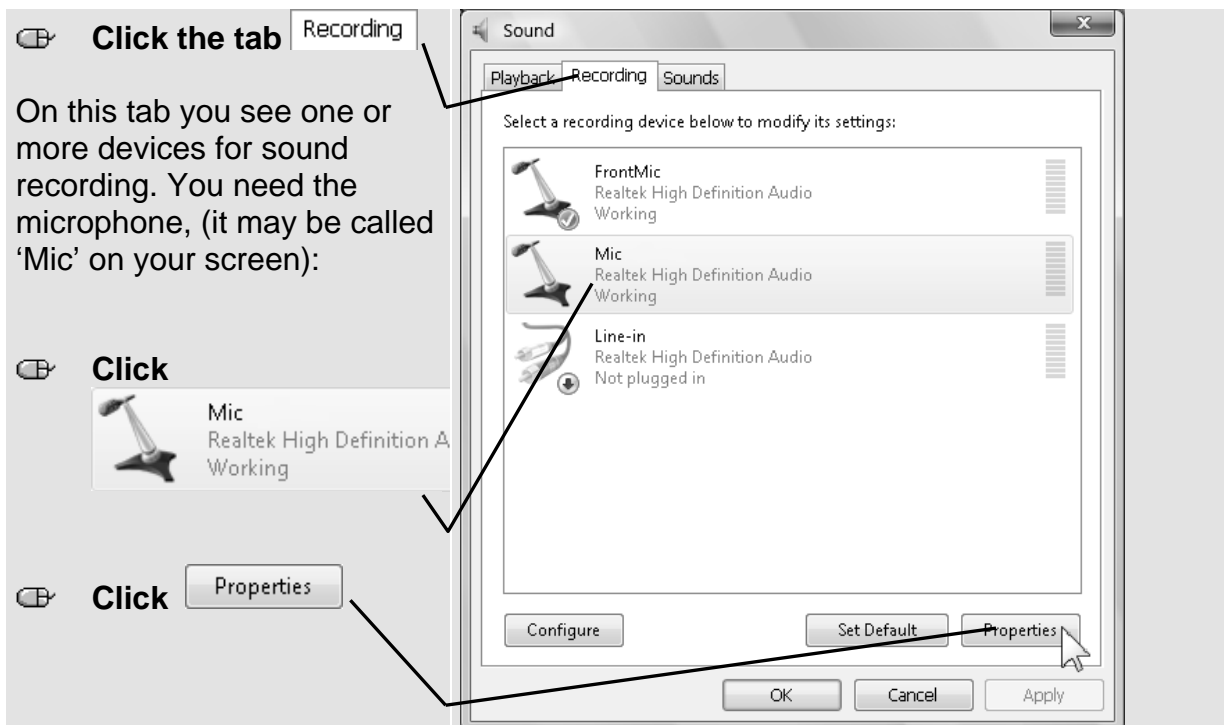
Do you still not hear your voice?

Return the volume level to its original setting and close this window.

Now you can check the recording side. Perhaps the microphone is not turned on or the recording volume is set too low.



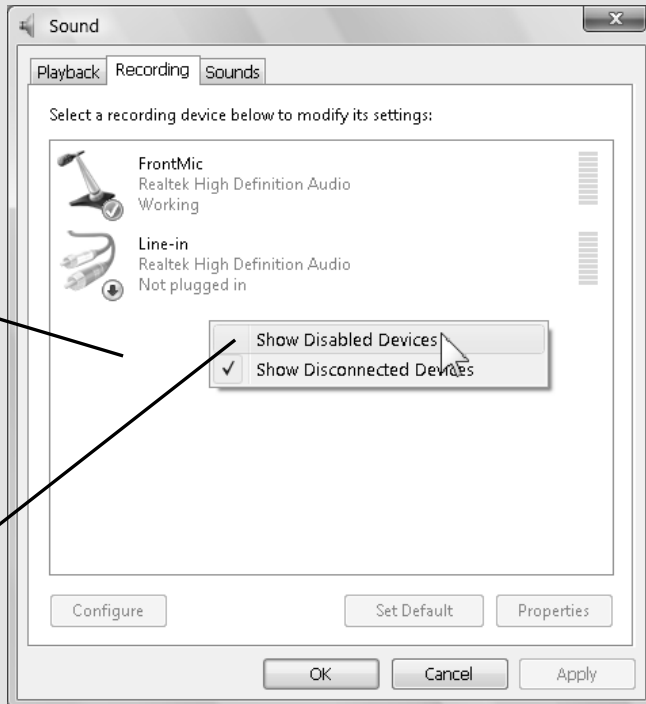
You see the *Sound* window:




HELP! I do not see the microphone



If you do not see the microphone, you can do the following:

 **Right-click** in the white area

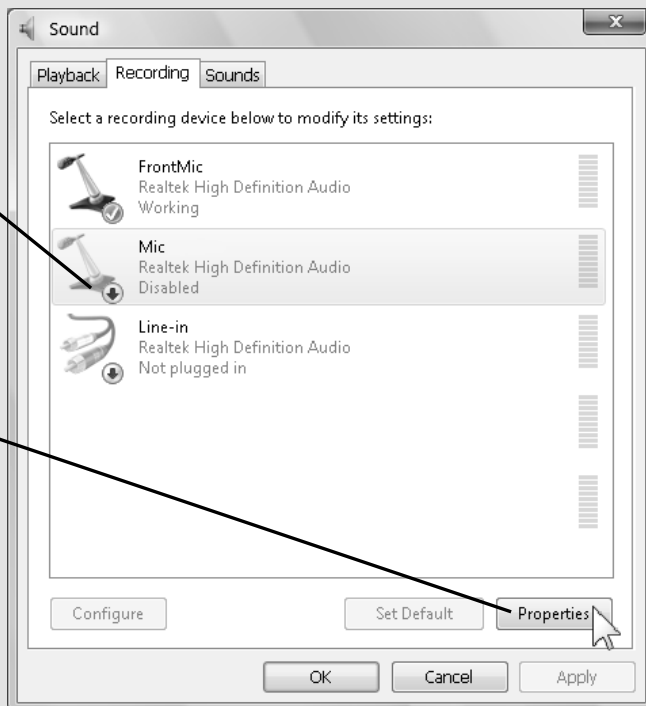


A small menu appears:

 **Click** Show Disabled Devices

 **Click**  Mic
Realtek High Definition A
Disabled

 **Click** Properties



- Continue reading on the next page -

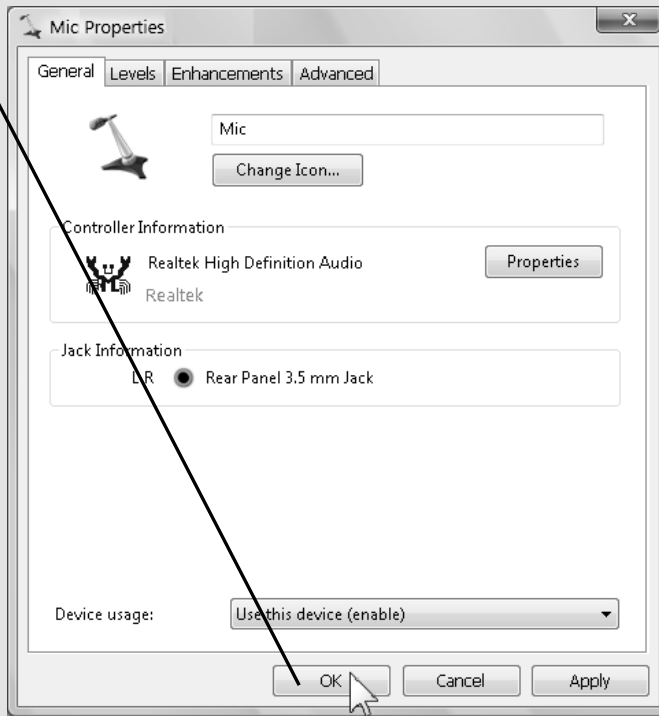
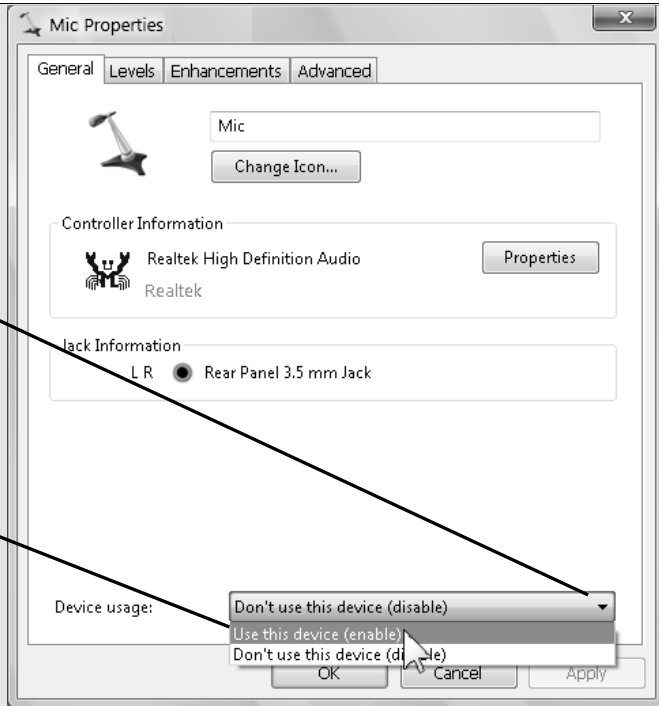
You see the *Mic Properties* window:

Click  next to **Don't use this device (disable)**

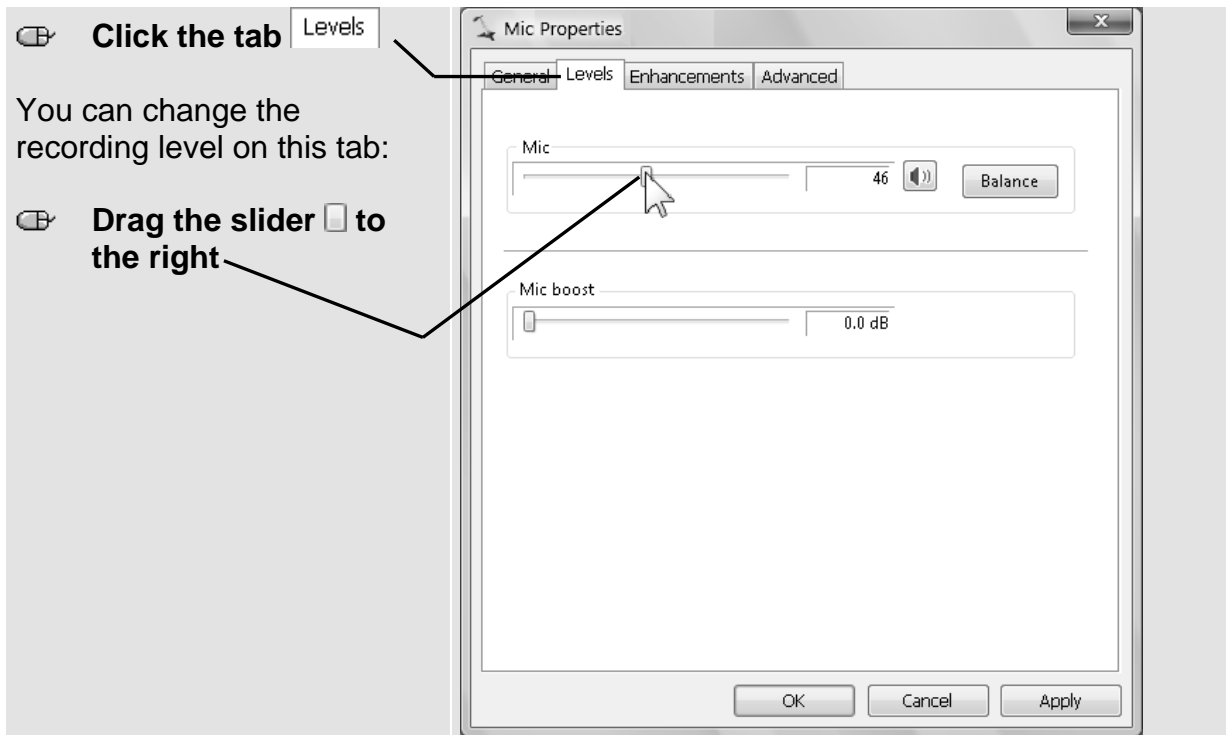
Click **Use this device (enable)**

Click **OK**

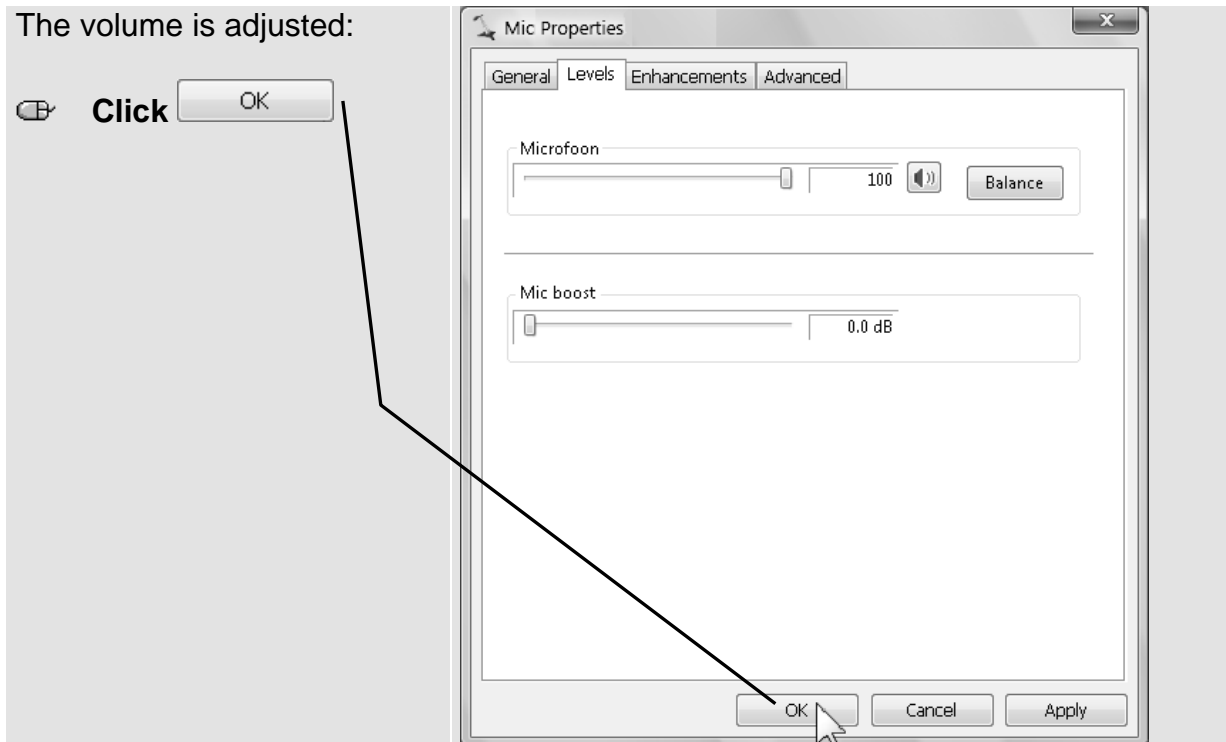
The microphone is now turned on.

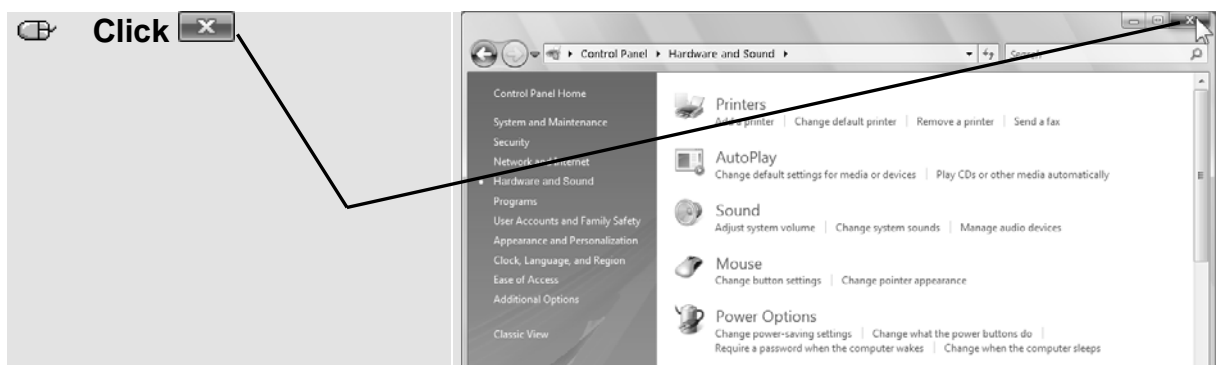
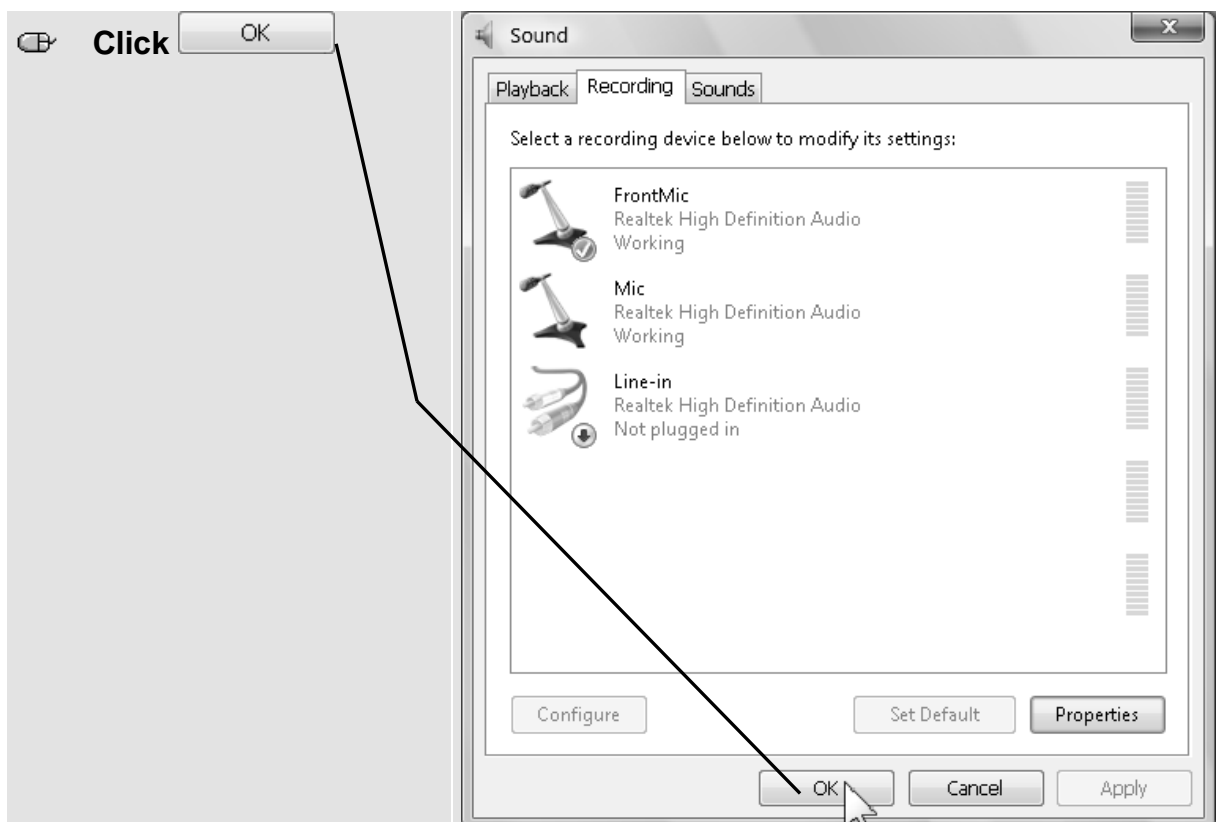


You see the *Microphone Properties* window:



The volume is adjusted:





Try the Skype sound test again

The test will probably be successful now.

HELP! I still do not hear anything

If you have gone through all the steps mentioned above and the Skype sound test still does not succeed, there is a chance that your headset or your sound card does not function properly. In that case you will need to contact your computer supplier.