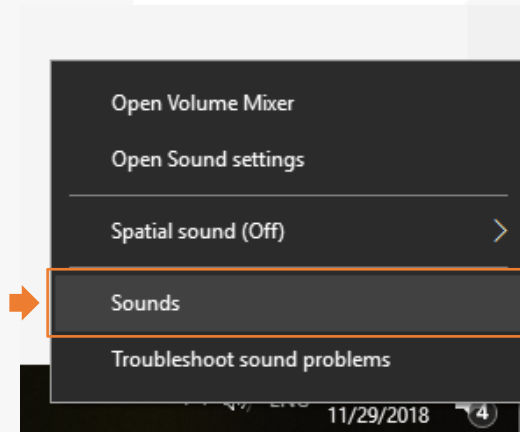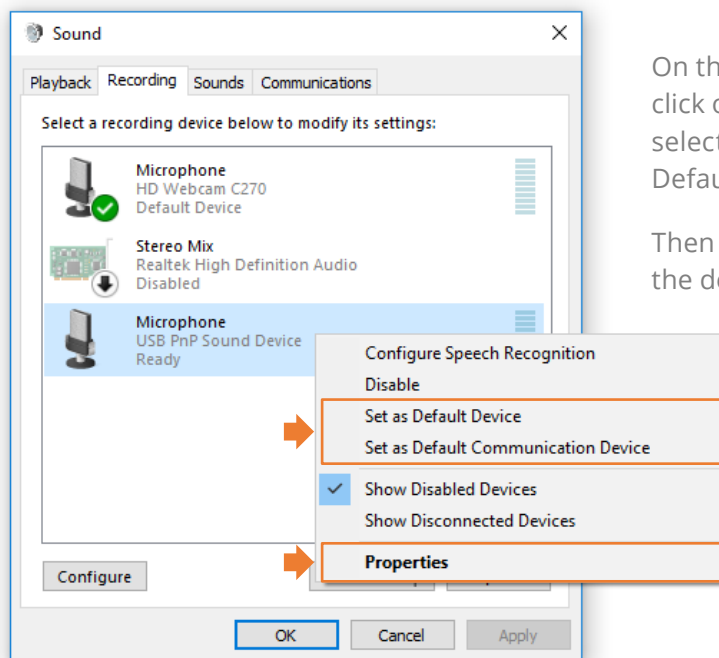# How to Join | Headset Set-Up

Windows users

1

Right click on the loudspeaker icon at your Windows menu bar and select Recording devices or Sounds (depending on the Windows version you have installed).

Open Volume Mixer

Open Sound settings

Spatial sound (Off)
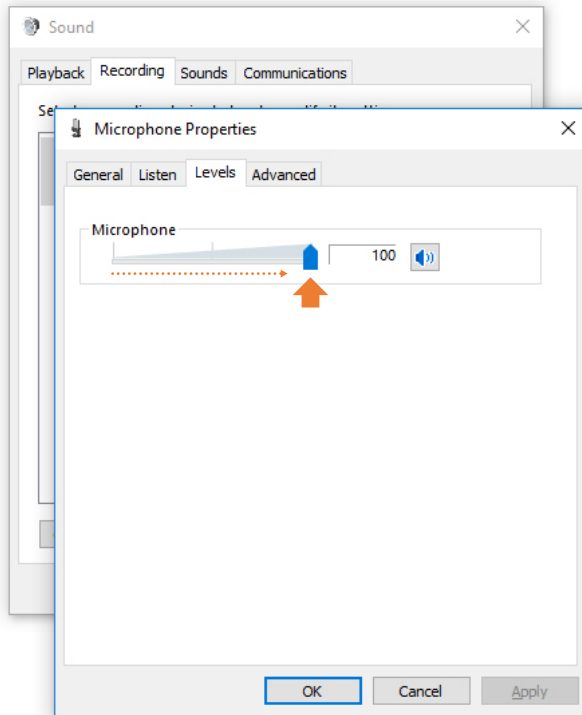
Sounds

Troubleshoot sound problems

11/29/2018

2

On the Playback and Recording tabs, right click on the microphone you're using and select Set as Default Device and Set as Default Communication Device.

Then on the Recording Tab right click on the device and select Properties.

Sound

Playback | Recording | Sounds | Communications

Select a recording device below to modify its settings:

Microphone
HD Webcam C270
Default Device

Stereo Mix
Realtek High Definition Audio
Disabled

Microphone
USB PnP Sound Device
Ready

Configure Speech Recognition
Disable
Set as Default Device
Set as Default Communication Device
Show Disabled Devices
Show Disconnected Devices
Properties
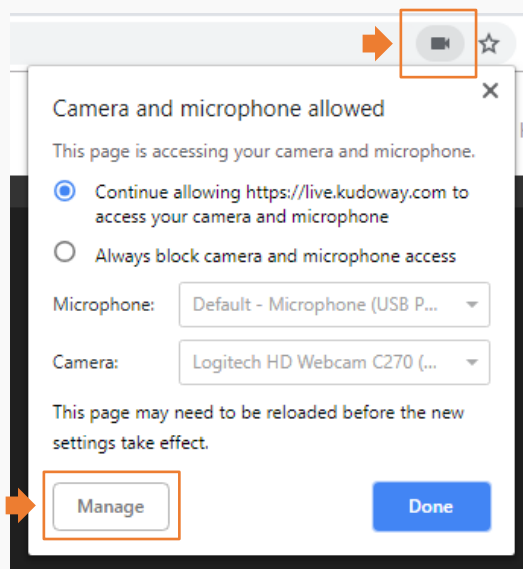
Configure

OK | Cancel | Apply

Windows users

3

Click on the Levels tab and adjust the microphone sensitivity to a level between 75-100.

Click OK, close the Sound window, and go back to KUDO in Chrome.
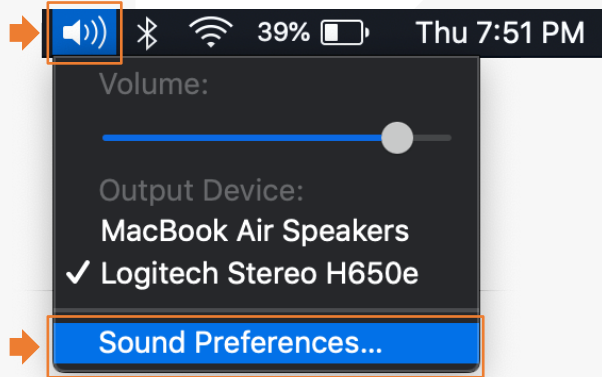
4

To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field.

You can click on Manage and select a different microphone through the browser settings.

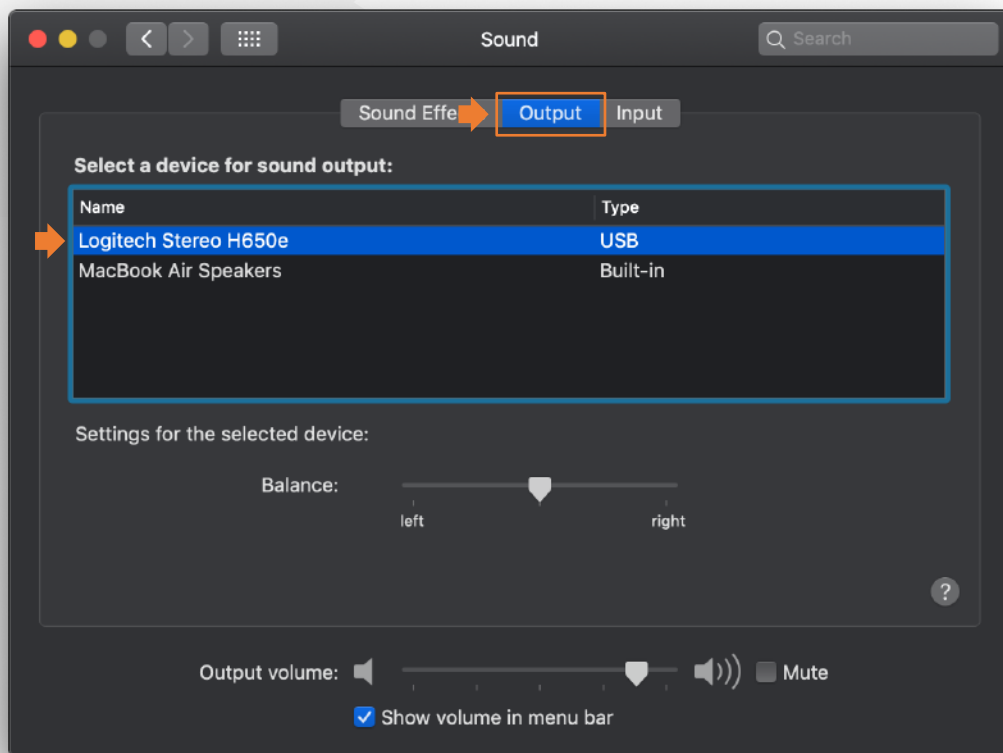**Reload your browser tab to make sure the settings are updated.**

How to Join | Headset Set-Up

MacOS users

1

Click on the loudspeaker icon at the menu bar and select Sound Preferences. If you can't see the icon, click at the menu bar and select System Preferences, then select Sound from the list.
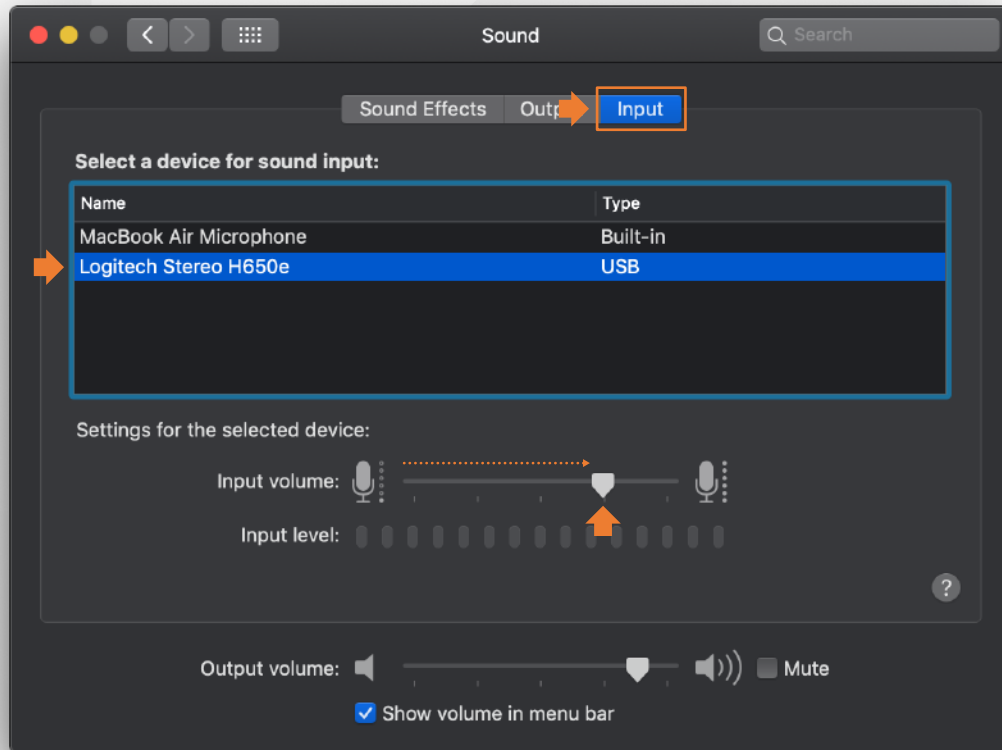
2

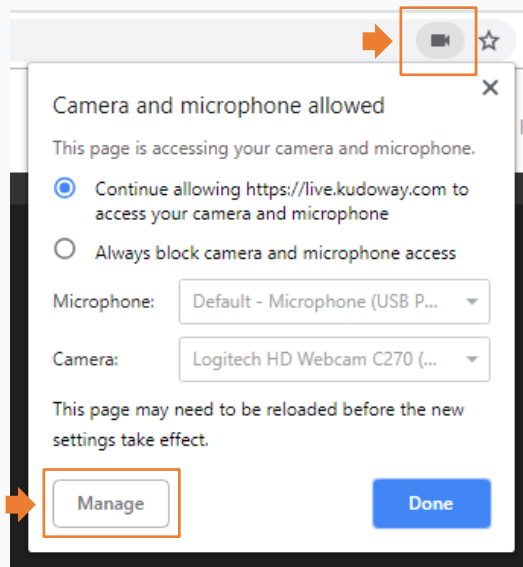On the Output tab, select the headset you are using from the list.

MacOS Set-up

3

On the Input tab, select the headset you are using from the list and adjust the microphone volume to a higher level with the Input volume slider.

Close the Sound window, and go back to KUDO in Chrome.

4

To check if Chrome is aware of your microphone selection, click on the black camera icon that appears on the address bar (upper right-hand corner) and make sure they are listed on the corresponding field.

You can click on Manage and select a different microphone through the browser settings.

Reload your browser tab to make sure the settings are updated.