

Dell Mini/HP Prodesk – Headset Setting Assistance


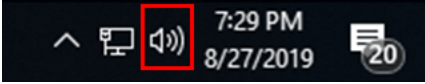
Locate the phone application you are using for the correct headset settings

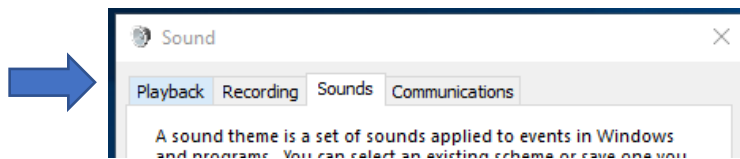
Avaya One-X Headset Set Up (if your business group uses Avaya for telephony)

After initial Dell Mini/HP Prodesk setup is complete and the headset is not working, follow these steps

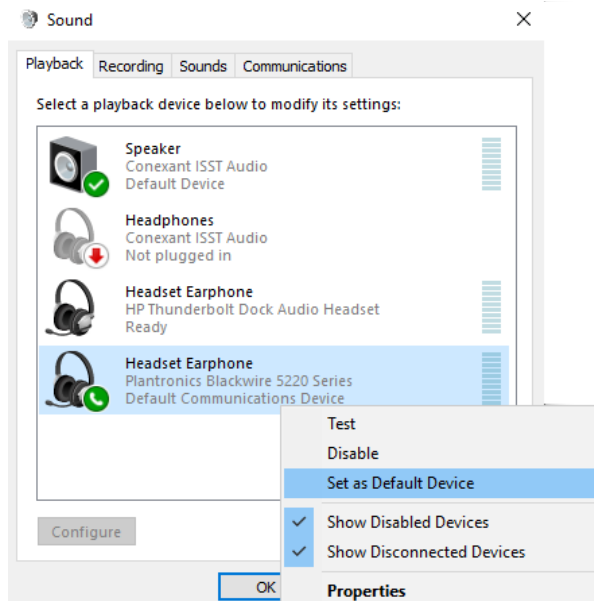
Make sure headset is securely plugged into USB port on Dell mini/HP Prodesk.

If it is not working, try moving the headset cable to a different USB port. If it is still not working, continue to the next step.

1. Make sure you are successfully logged in to VPN and then Avaya
2. Navigate to bottom right of main monitor
 - If there is an X on the icon  the sound is muted, click on the X to remove, test headset
 - If still not working, right click on speaker icon 
 - Select Sound
3. In the top left of the new window select Playback



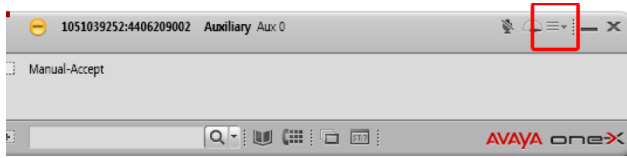
4. Right click on Plantronics (or Poly) headset
 - Select set as default device
 - Plantronics should now have a green circle with a checkmark icon



5. Close and reopen Avaya

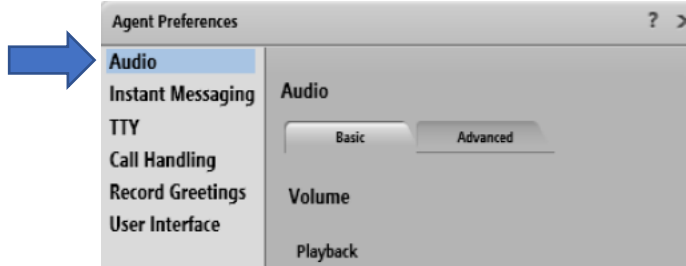
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6. In the main window of Avaya, navigate to system settings. Select [agent preferences](#)



7. In the top left-hand corner, make sure Audio is highlighted

- Toward the top middle you will have a basic and advanced tab, Select advanced



8. Check settings for both [Playback device](#) and [Record device](#)

- Both drop down boxes should say Plantronics (headset number may differ)
 - Click arrow to change if needed. If Plantronics is not in the list, stop here and contact the Service Desk
- After changing, click ok and test your headset



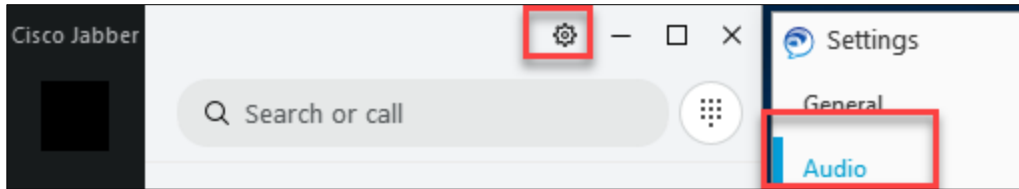
9. If settings are correct and there is still no sound, please contact the IT Service Desk

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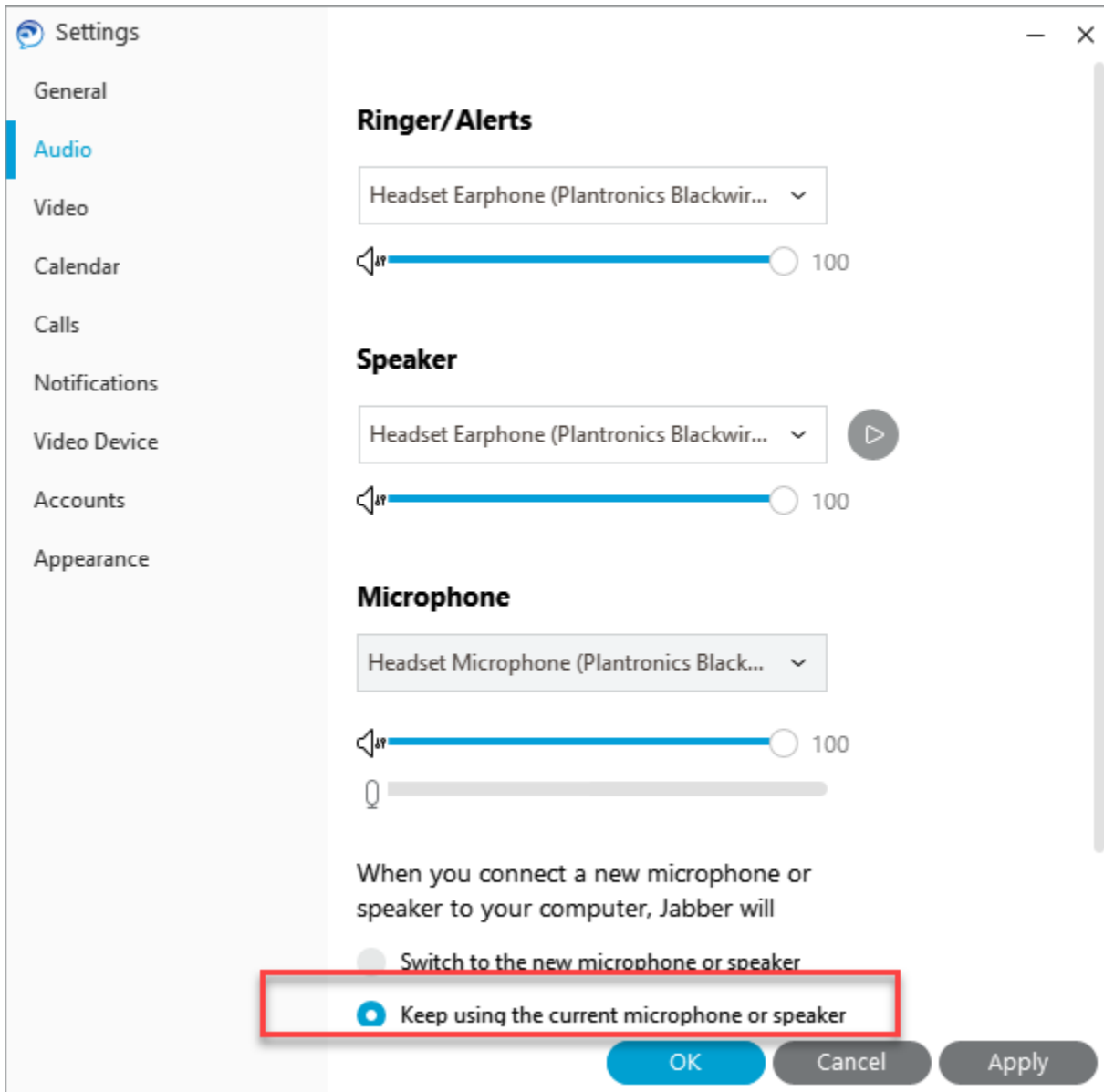
Cisco Jabber Headset Set Up (if your business group uses Cisco for telephony)

Follow Steps 1-4 above.

5. Close and reopen Jabber
6. In the main window of Jabber, navigate to Settings. Select Audio

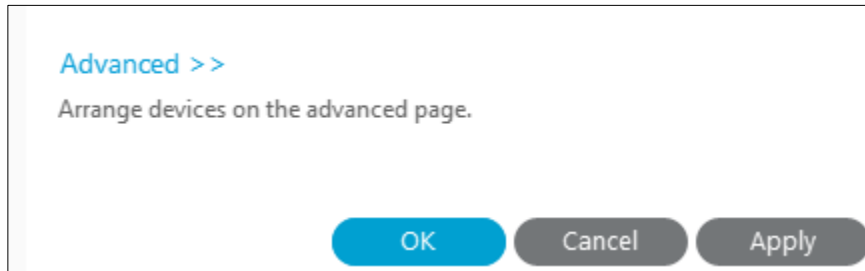


7. For Ringer/Alerts Speaker and Microphone, select your Plantronics (or Poly) headset if not already showing. Also select "Keeping using the current microphone or speaker" then Apply

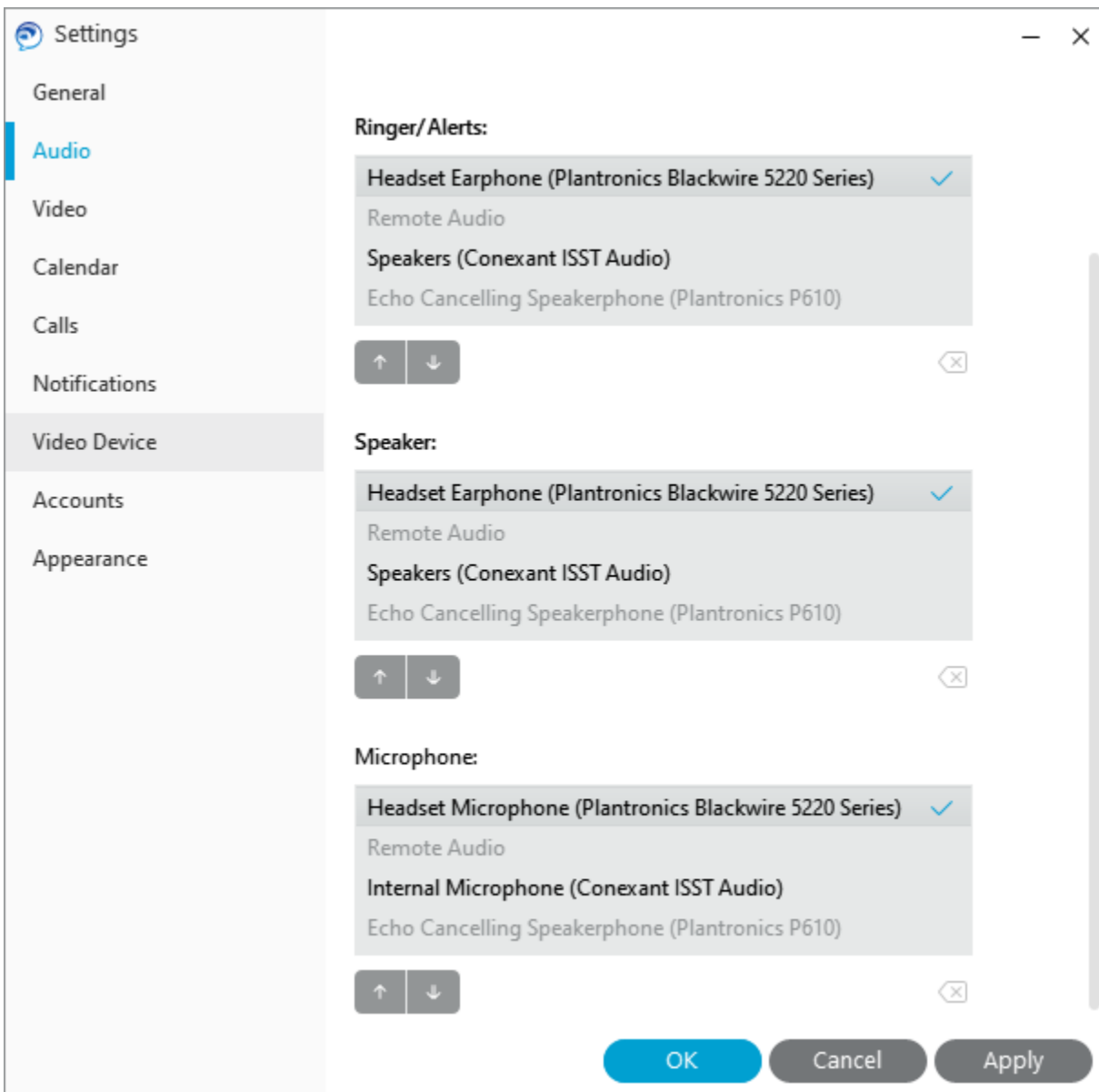


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8. Scroll down to the bottom of the page and select “Advanced”



9. On the “Advanced audio options,” use the arrows under each Ringer, Speaker, and Microphone to make your Plantronics (or Poly) headset at the top of the list. Once done select “Apply” then “OK”



10. If settings are correct and there is still no sound, please contact the IT Service Desk