

Noble Headset Issues

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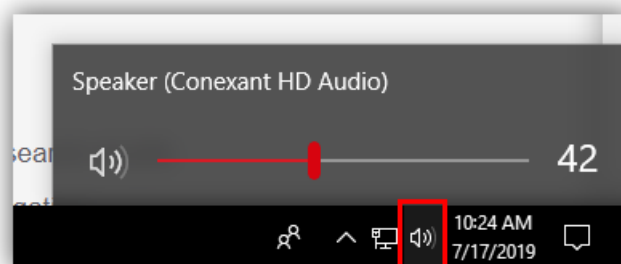
Noble - Headset Issues

Below is a possible solution to fix your headset if you begin to experience that you and the caller cannot hear each other. Typically, call will be connected but there will be no response from caller and this will happen on consecutive calls.

- When you use the mute button on your Plantronics headset it can mute the volume settings on your computer. This may cause you and the caller to no longer be able to hear each other.
- Before reporting that you cannot hear the patient or that they cannot hear you, check the speaker icon on the bottom right of your screen
 - If there is an "x" next to the speaker icon, that means it is muted



- Click the speaker icon to unmute and adjust the volume up or down



- If there is not an "x" next to the speaker icon and volume is turned up, please let your supervisor know right away



NOTE: Remember, before you report the problem, check the speaker icon

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