

I can't hear in Webex or Microsoft Teams!

For most headsets, active noise cancellation (ANC) is a function that needs to be charged. The charger process generally occurs while the headset is plugged into your computer via USB. However, if you have ANC enabled for an extended period, there are cases where the battery can drain quicker than it's being charged, causing issues affecting sound output.

Learning Technology recommends only enabling ANC when required (e.g., teaching).

On the **right (R)** earpiece of the headset, ensure the **ANC ON/OFF** switch is set to the **OFF** position.

If you're using a Poly Voyager Focus 2



TIP: To save battery life and minimise likelihood of issues during lessons, Learning Technology recommend **powering off** the headset when not in use.

If you're using a Jabra EVOLVE 80



I can't hear or speak in general in Windows!

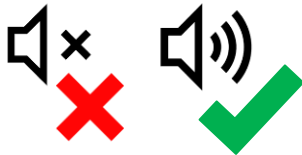
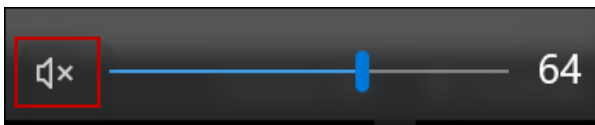
Check your microphone and speakers aren't muted at the system level.

Unmute speakers

Click on the speaker icon in the bottom-right corner.

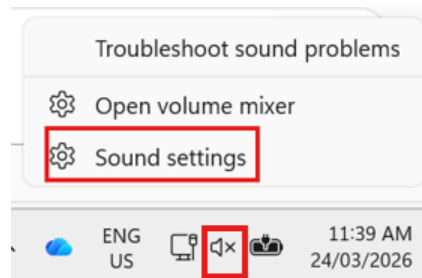


Click the speaker icon to unmute it.

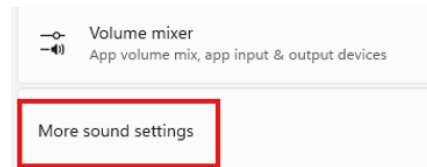


Unmute microphone

1. Right-click on the **speaker icon** in the bottom-right corner
2. Select **Sound settings**

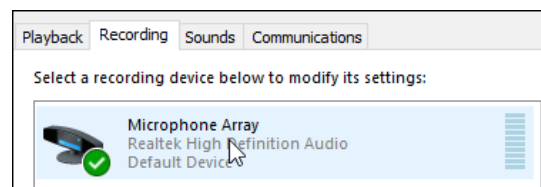


3. Click **More sound settings**



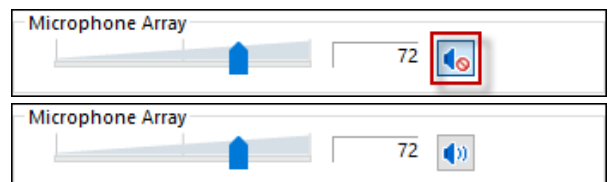
4. Click the **Recording** tab.

Double-click on the device you're using



Click the **Levels** tab.

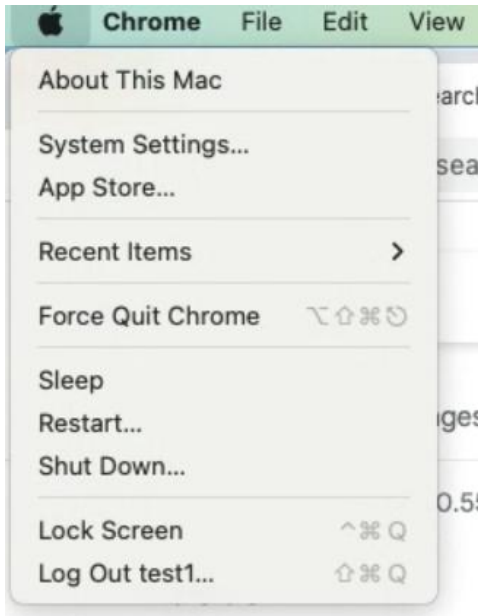
Click the microphone icon



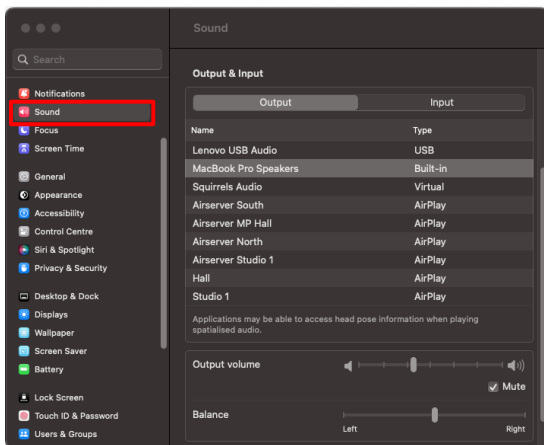
1. Click **Apply**, then **OK**

I can't hear or speak in general on a Mac!

1. Go to the **Apple** menu (top-left)
2. Select **System Settings**



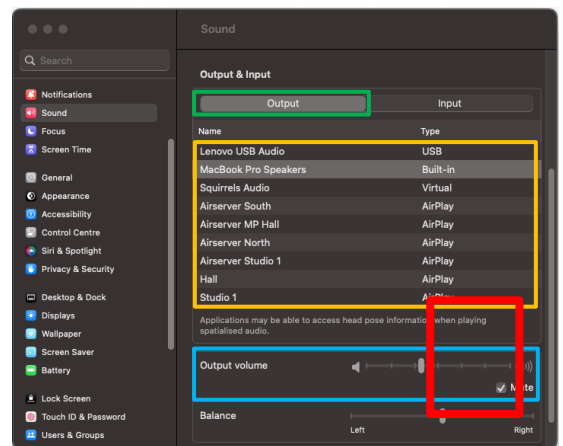
3. Click on the **Sound** item on the left



NOTE: You may need to scroll on the left-side panel

Check your output (hear) settings

4. Go to the **Output** tab
5. Ensure the sound device you're using is **selected**
6. Ensure the **output volume** is loud enough and the **mute** box is **unchecked/unchecked**



Check your input (speak) settings

7. Go to the **Input** tab
8. Ensure the sound device you're using is **selected**
9. Ensure the **input volume** is loud enough
10. Ensure the **input level bar** is moving when you speak into the sound device

