
A large, bold, white '8x8' is centered within a solid red rectangular box. The 'x' is a simple, bold, sans-serif character.

8x8 - Sound Issue Resolution

11/28/2022

IT

Wayne Metro Community Action Agency

If you have come across this document, you've probably had a sound issue with the 8x8 application. We've had situations where the volume will change mid call, and other times the sound does not work at all. This is caused when the apps on your device fight for control over the sound/volume, or using multiple sound devices (multiple microphone/speaker sources). In the contents of this document, you will find a tutorial on how to fix this issue within the Control Panel and 8x8 application.

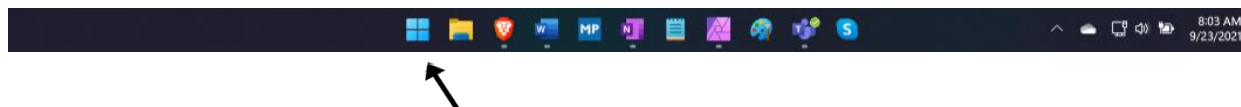
Control Panel

First, to troubleshoot your sound issue, we will check the settings in the Control Panel. To find your Control Panel, click on the **Windows logo (start button)** that is located on your taskbar.

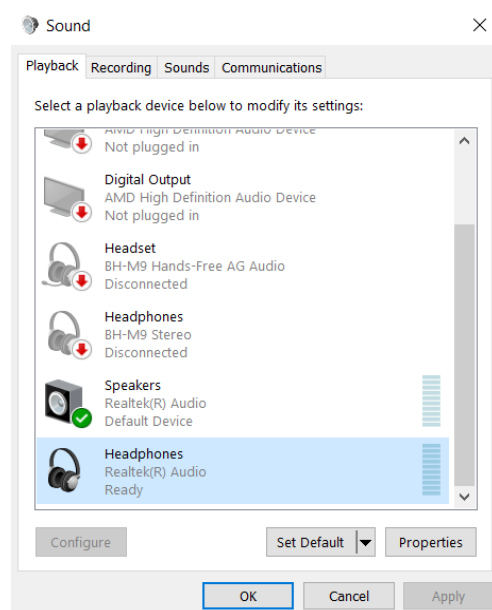
For Windows 10 users, you will find the Windows logo here:



For Windows 11 users, you will find the Windows logo here:



After clicking on the Windows logo, start typing '**Control Panel**'. Once the Control Panel application appears, click on it to open the window. Once you open the Control Panel, click on '**Hardware and Sound**', you will then be taken to a screen where you will need to choose the **Sound** option. Afterwards, you should reach a screen that should look similar to the picture below:



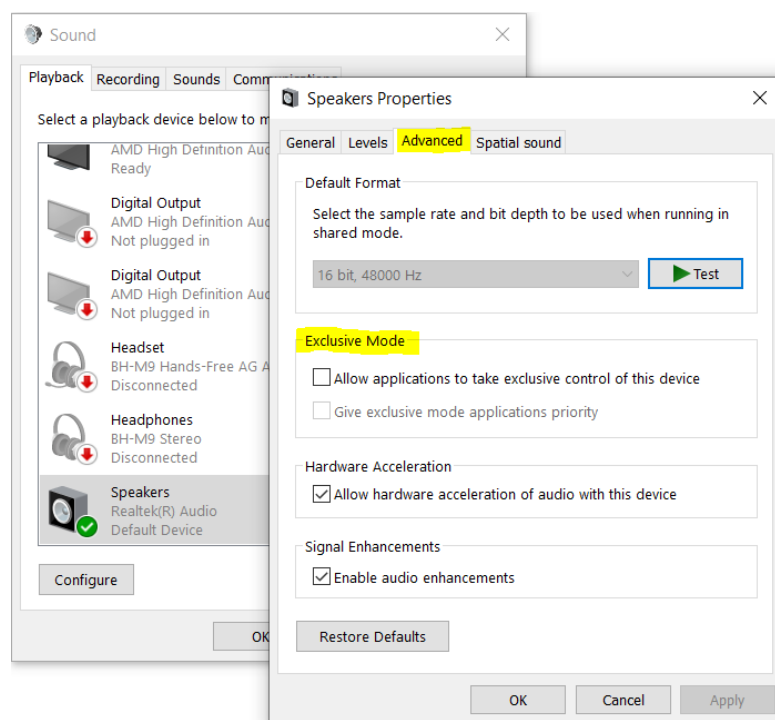
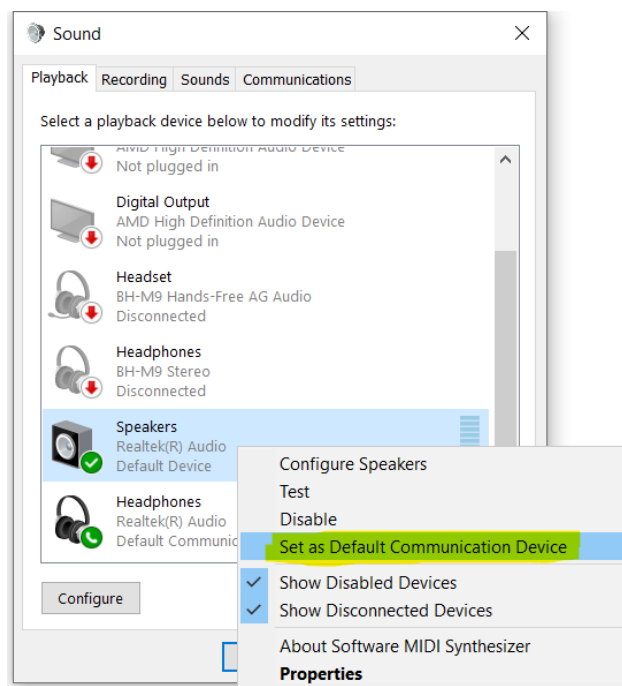
If you are using a headset, right click on the **Headphones** option (your headset may have a different name) . In this screenshot, you will see that the headset's name is 'Headphones'.

If you are using the computer's built in speakers, you will need to right-click on the **Speakers** option.

After right-clicking on your sound device, you will need to ensure that the **Set as Default Communication Device** is selected, as shown below:

The **Set as Default Communication Device** option will have a check mark next to it after you have selected it. You will need to complete this step whether you are using a built-in speaker, or an external headset.

Now, right-click on the device again, and select **Properties**. Within Properties, click on the **Advanced** tab. You will want to make sure that the Exclusive Mode options are **NOT** selected. Also, check the **Levels** tab, and make sure that you are not muted.

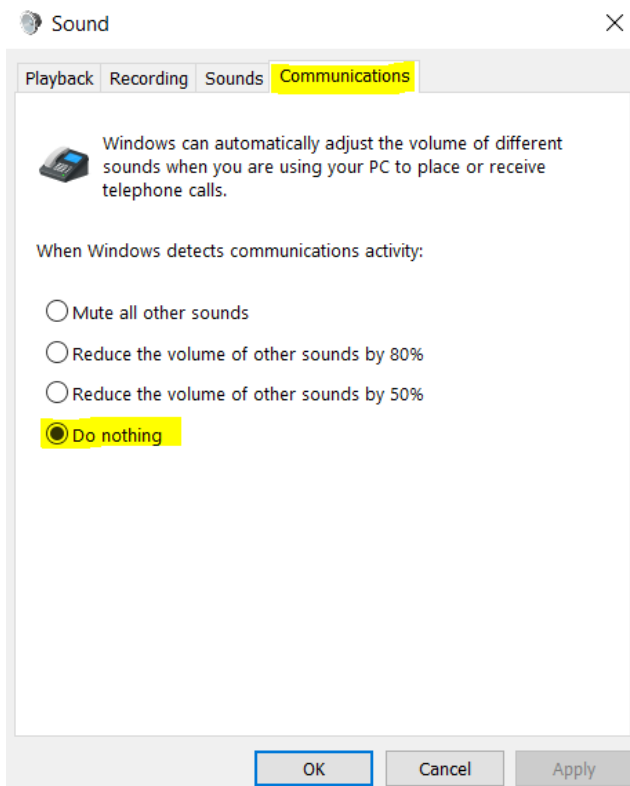


If you had to make that change of deselecting the Exclusive Mode options, click **Apply** in the lower right corner of the window. Then click 'OK' to close the window.

Now that you are back to the **Sound** window, click on the **Recording** tab. You will want to complete the same steps for your recording device (microphone). Select your recording device and then choose the **Set as Default Communication** option. Then right-click on the device again

and select **Properties**. Once you are in Properties, click on the **Advanced** tab, and then verify that the Exclusive Mode options are deselected. If these options are selected, deselect them and then click on the '**Apply**' button in the lower right corner. Afterwards click on '**OK**' to close the window.

Within the **Sound** window, click on the **Communications** tab.



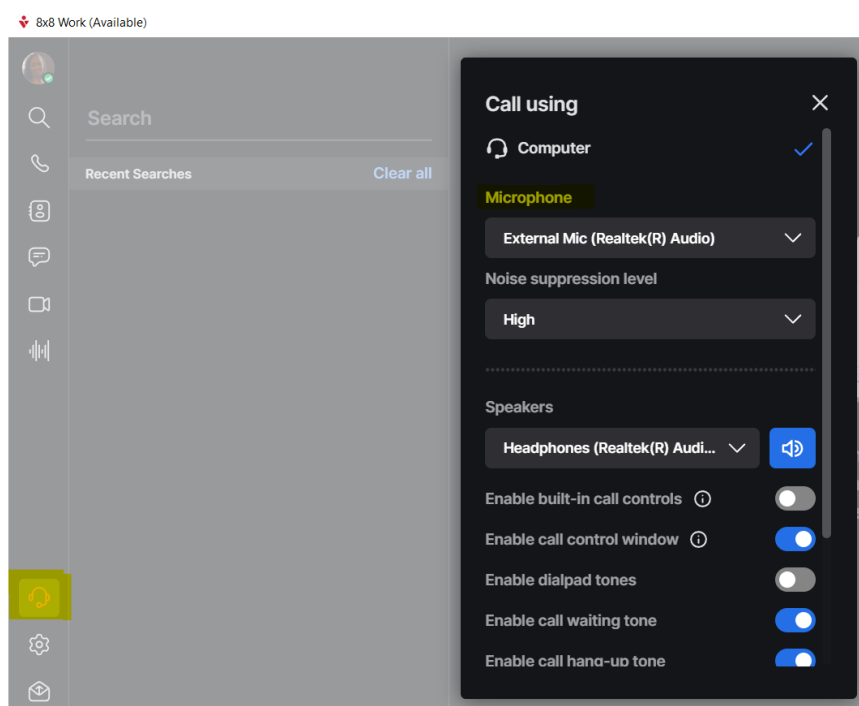
Ensure that the '**Do nothing**' option is checked for communication activity detection. This will keep your computer from changing your sound settings automatically when you are using your microphone or speakers.

If you needed to make this change, click on the '**Apply**' button in the lower right corner, then select '**OK**'.

8x8 App

Next, we will make sure that your 8x8 app settings are not causing your sound issue. You can find the **8x8 app** by using the 8x8 icon on your desktop screen, or by clicking on the start button (Windows logo in your taskbar), and then typing in '8x8'.

After opening the 8x8 app, click on the **headset icon** in the pane on the left side of the window. This will open the sound settings for 8x8. Here, you will need to make sure that the correct microphone and speakers are selected.



If you are still having trouble after completing these troubleshooting steps, please submit an IT ticket.