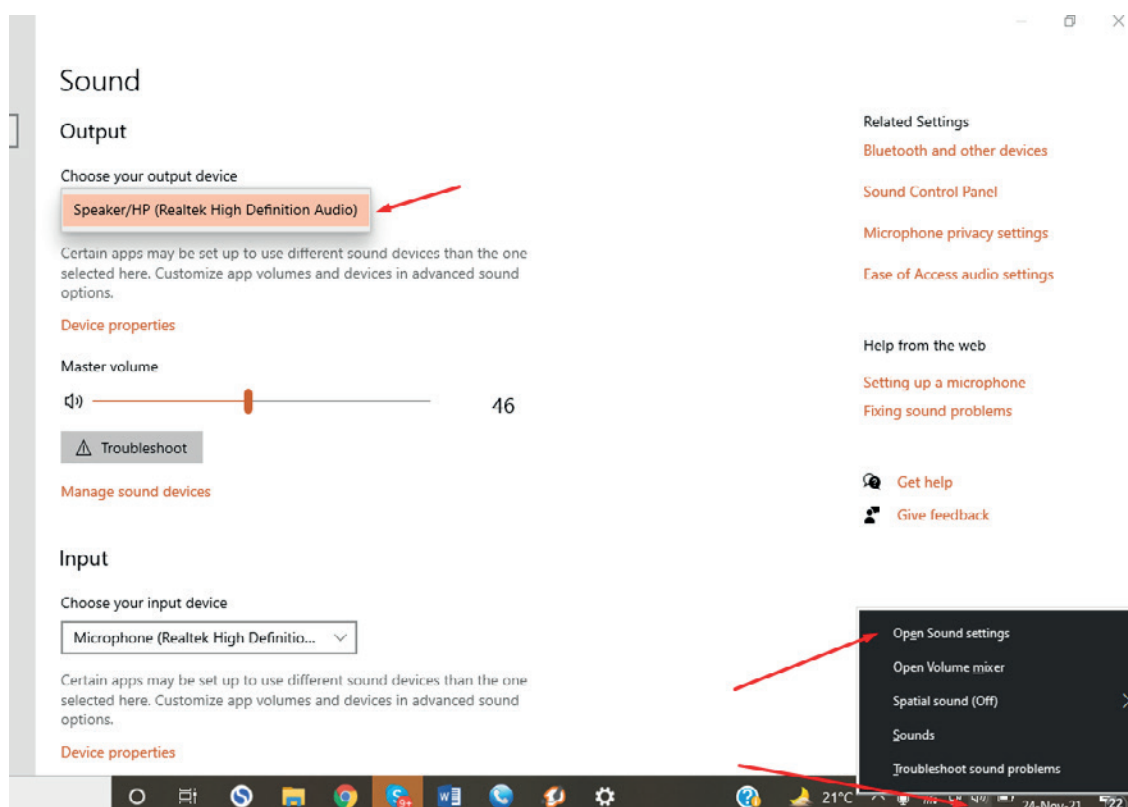# JIBBA JABBA SUPPORT
# TROUBLESHOOTING HEADSETS

User guide

In this guide we will learn how to troubleshoot headset issues with Zoiper and MicroSip?

At first we need to check whether our headset is connected properly to the system or not. We can troubleshoot by going to sound icon on right bottom on taskbar.
Sound -> Open Sound Settings -> Make sure correct device is selected here.

Any questions please do not hesitate to reach out to the team on support@jibbajabba.uk.com

Visit: www.jibbajabba.uk.com   Email: hello@jibbajabba.uk.com   Phone: 0800 802 1651
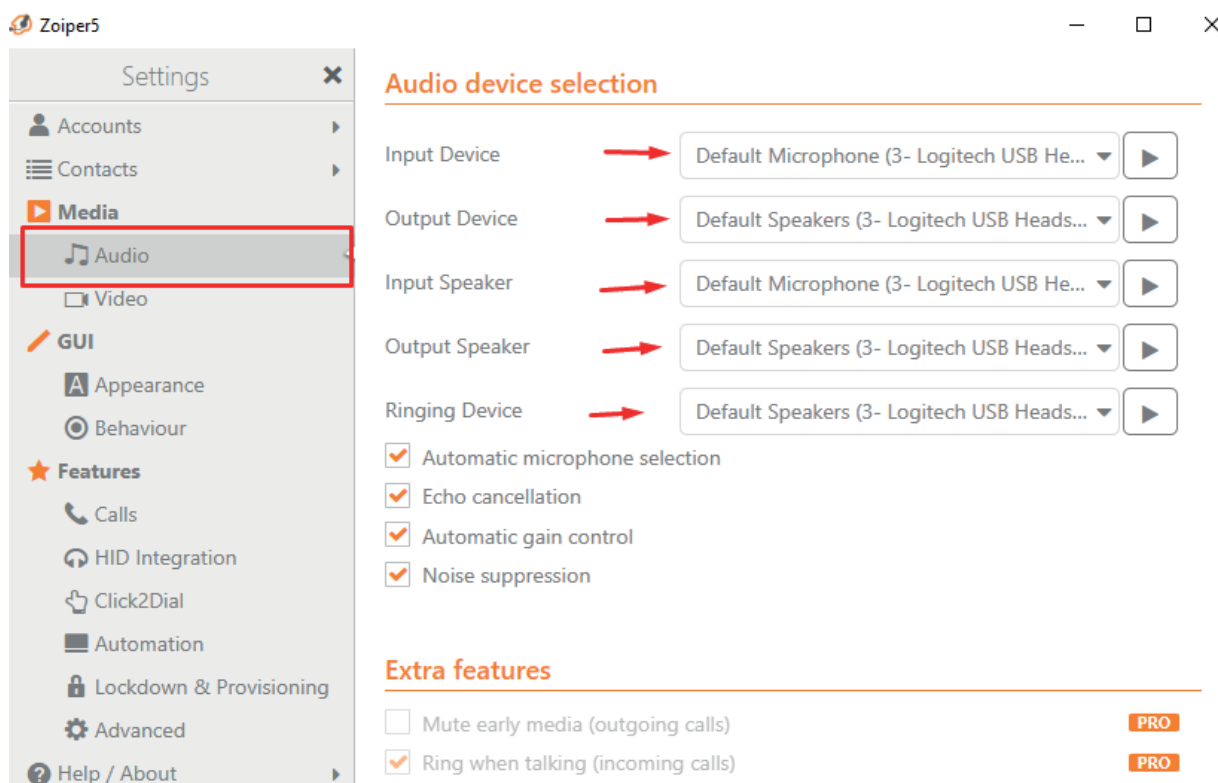
## Troubleshooting Headset with ZOIPER Softphone

1. Go to settings to troubleshoot whether the connected headset device is selected under ZOIPER settings.
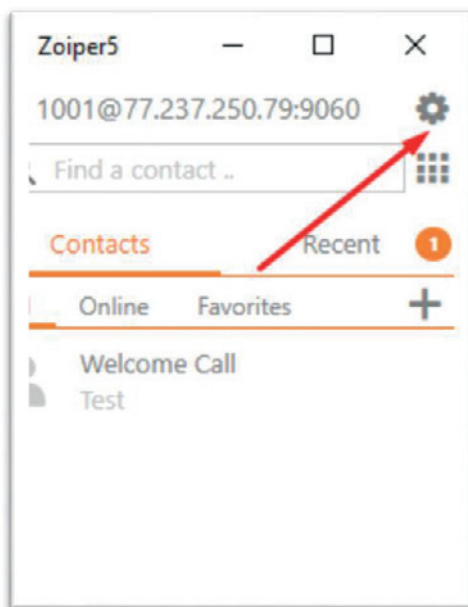
2. Go to Audio Settings and select the headset device as default device for all the tabs.

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TROUBLESHOOTING HEADSETS

3. Click on Play Button of every tab. If we hear default voice on headsets for all output and ringing devices, headsets are working fine. For all input devices, we need to speak into microphone and this bar displayed in picture below will move stating that microphone is also working fine.
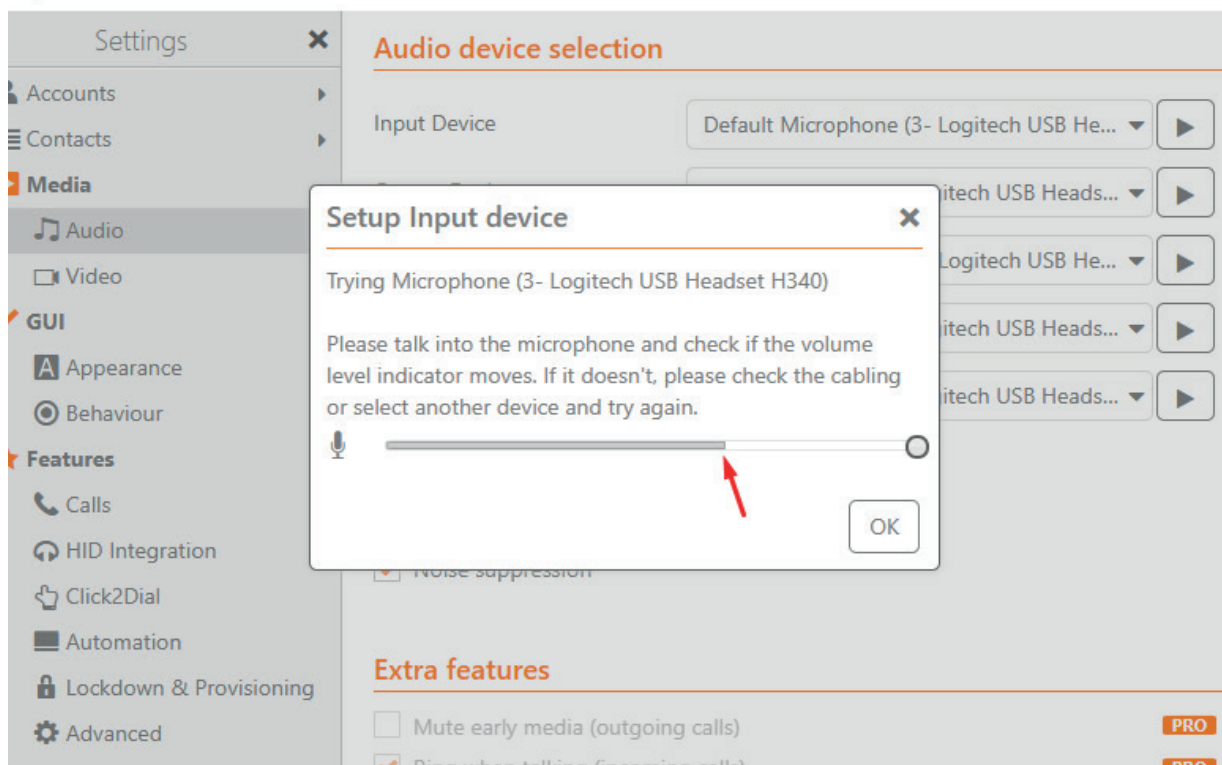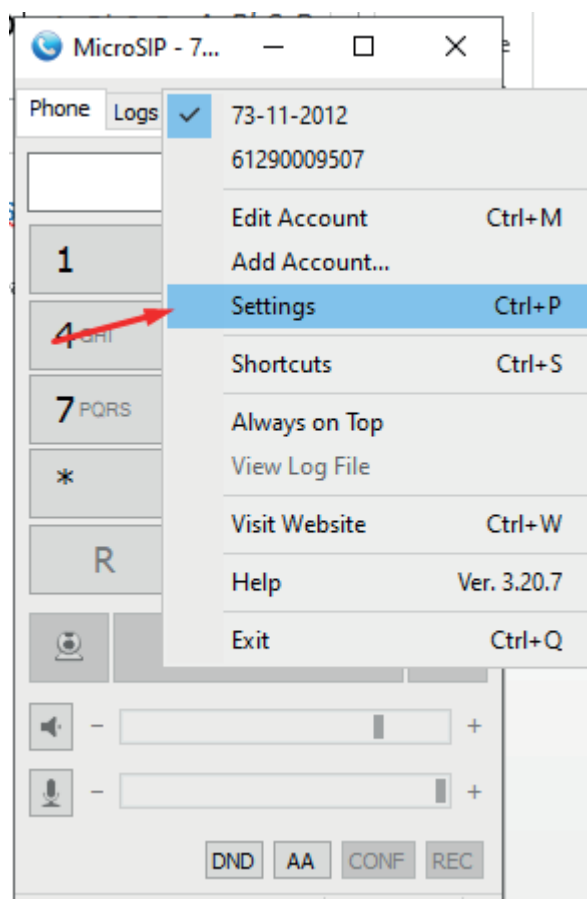

4. If we do not hear anything on headsets when we press Play button for output tabs, this states that headset or not properly connected or there is some issue with headsets.
    Tip: Switch ports of headset or try plugging in.

5. If the bar is not moving when we speak in microphone then we need to check headset microphone or try any other headset.

6. In case we are hearing audio from Desktop, move back to point 2 and make sure correct device is selected for each output and input device.
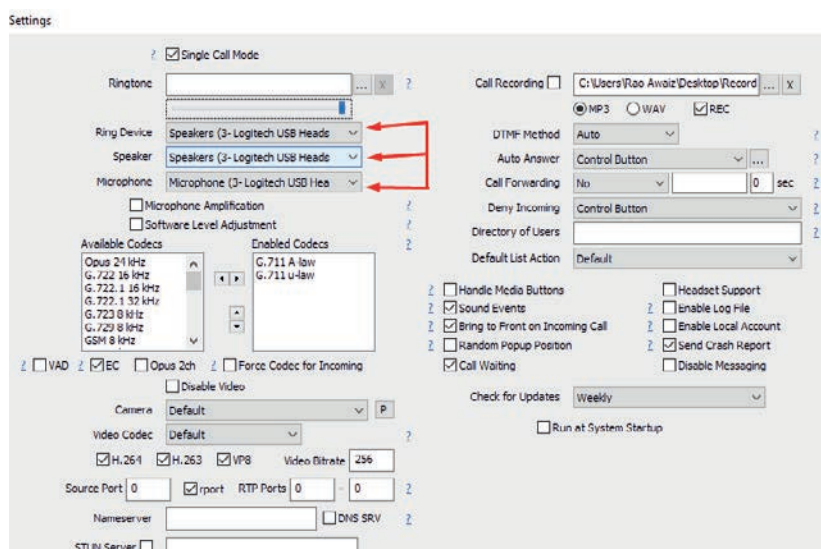
This is who we troubleshoot microphone and headset issues using Zoiper Softphone. The next part of this guide is about troubleshooting headsets on MicroSip softphone.

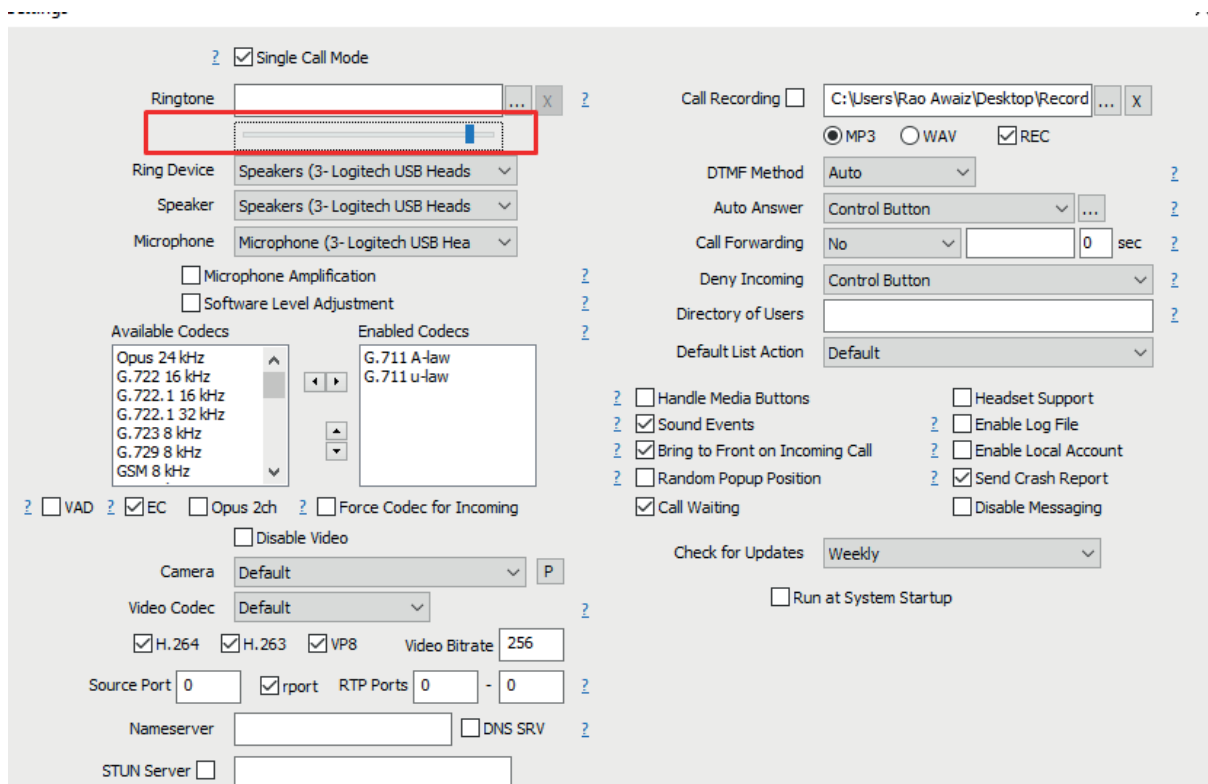## Troubleshooting Headset with MicroSip Softphone

1. Open MicroSip and go to settings to troubleshoot headset device.

2. Under settings, we need to select the headset device to all the tabs s

3. We can swing the bar displayed in snap below and headset will ring the default ringtone stating headsets are working perfectly.

4. If we do not hear anything on headsets, we can try plugging in again and see whether it works. You can try changing ports of headset as well.

5. If we hear sound from desktop speaker, move back to point 2 and make sure correct device is selected for each tab.

This is who we troubleshoot microphone and headset issues using MicroSip Softphone.

Thanks!

Any questions please do not hesitate to reach out to the team on support@jibbajabba.uk.com