

 Deskpro

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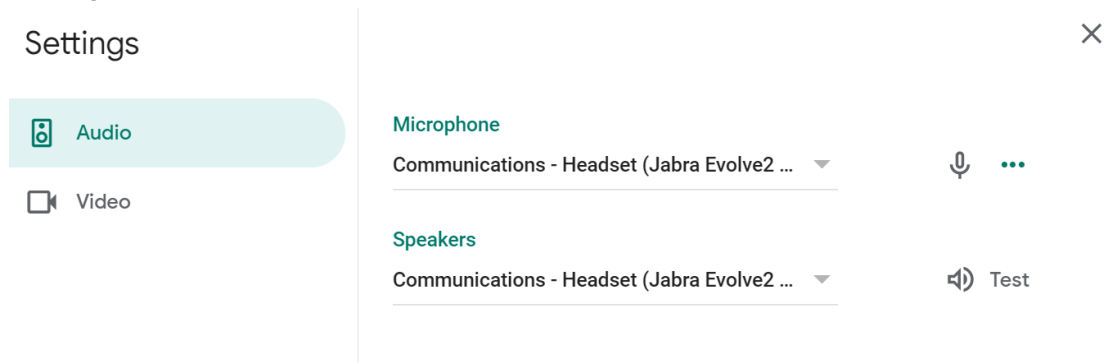
Allow agents to choose Microphone and Speakers used by Voice Collecting Feedback

- Joël Messas
- **Forum name:** #Feature Request

1) Ability for agents to easily choose which device is used for Microphone / Speakers by Deskpro Voice.

2) Ability for agents to test the speakers and see if the microphone is picking up sound. Currently, agents have to use their browser settings for the microphone (which changes it for all sites) and use the OS settings to change the speakers (which will change it for other programs too).

This feature would save time and makes it easier to see if the correct devices are selected. For example, Google Meet allows you to change the microphone input and speaker output just for Google Meet calls in your browser. It also allows you to test if your devices are working too:



The screenshot shows a 'Settings' dialog box with a close button (X) in the top right corner. On the left, there is a sidebar with 'Audio' selected (indicated by a teal bar) and 'Video' below it. The main content area is divided into two sections: 'Microphone' and 'Speakers'. Under 'Microphone', there is a dropdown menu showing 'Communications - Headset (Jabra Evolve2 ...)' and a microphone icon with a three-dot menu. Under 'Speakers', there is a dropdown menu showing 'Communications - Headset (Jabra Evolve2 ...)' and a speaker icon with the text 'Test' next to it.