Microphone not Working

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If you have an issue when using Deskpro Voice, where you are able to hear what the other person is saying, but they can’t hear you, it may be related to the microphone that has been selected by the browser.

Review your Site Settings in your browser of choice will allow you to update the microphone selected and make sure Deskpro has not been blocked from the microphone.

Here is an article providing further information on how this works with Chrome.