

Microphone not Working

Emily Booth - 2020-05-20 - Comments (0) - Using Deskpro

Question: When using Deskpro Voice I am to hear what the other person is saying, but they cannot hear me?

Answer: If you are having issues with the audio while using Voice, it may be related to the microphone that has been selected by the browser. Reviewing 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:

<https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en>