



## Headsets

Clients ask us all the time “What Headset do you recommend?”. Truth be told, you may be surprised and perhaps disappointed that we actually recommend the tried and true, inexpensive, wired USB headset! For the most part, any headset will work with Ricochet because we use the default sound device of your computer! However, we strongly recommend using a wired headset device as they pair strongly with Ricochet.

Rather than trying to keep up with the thousands of headsets out there, we recommend testing one headset first. In addition, you must accept and answer the call with the call window that comes up in Ricochet. Currently, there is no way to accept or decline the call while away from your computer.



## Troubleshooting

1. First, make sure that your headset is the **default** sound device on your computer. If it is not, please open the audio settings in your computer.

### Sound

#### Output

Choose your output device

Speakers (Logitech Wireless Head... ▾

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Master volume

Speaker icon | Volume slider | 100

[Troubleshoot](#)

[Manage sound devices](#)

#### Input

Choose your input device

Microphone (Logitech Wireless H... ▾

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

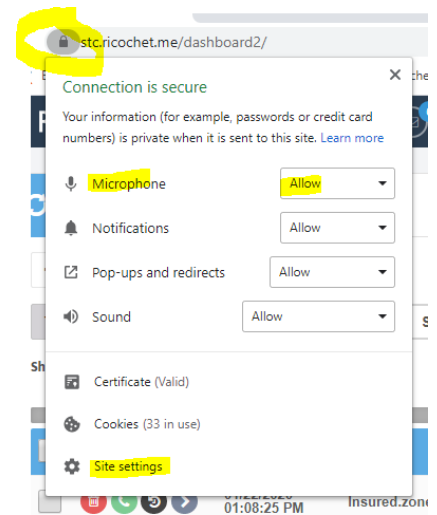
[Device properties](#)

Test your microphone

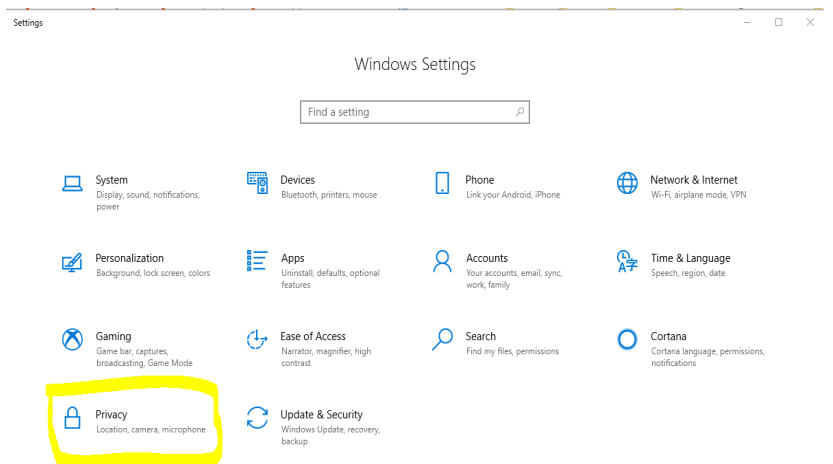
Microphone icon | Volume slider

[Troubleshoot](#)

2. In Chrome, click the “lock” icon located on the left side of the address bar and ensure that “Microphone” is set to **Allow**. If it is not listed there, click the Site settings button, set it on the page that pops up and then refresh the page.



3. A Windows 10 security feature may stall this process. To check and resolve: navigate to the Window’s Settings page and click the “Privacy Setting.”



Along the left side menu click “Microphone” and enable the “Allow apps to access your microphone”

#### Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

☒ On

Lastly, scroll down and ensure that Microsoft Edge is enabled as well. This will also enable it for all web browsers.

If these solutions do not resolve your issue, we recommend trying a new wired headset and refer to the same setup instructions.