

## Using a Headset with Zoom or Skype for Business

If you have a UMass Lowell-issued Jabra headset, you can use that with any Windows or Mac computer. Just be sure to bring all the pieces with you:

The Jabra wired headset requires the round piece that plugs into the computer:



The Jabra wireless headset requires the Bluetooth dongle:



Please note that Bluetooth headsets will need to be charged before use. Unplug the headset from the charging cable before using the headset.

**Note:** Both the USB headset and the Bluetooth headset require an open USB port. Some newer Macs don't have a USB port, so you may need a USB adapter or use some other kind of Bluetooth headphones.

If you have wired earbuds like those that usually come with smartphones, those will work too. Just plug them into the headphone jack on a PC/Mac – if you can talk on a smartphone with them, they will work on a PC/Mac too:



If you do not see your specific headphones/earbuds listed in the software:

- In Skype for Business: select "PC Mic and Speakers" or "Custom Device" from the lower left menu
- In Zoom: select "Same as System" from the Audio settings

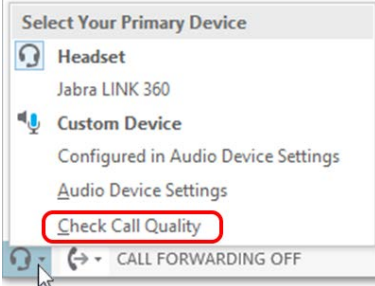
Be sure to test your audio (see below) before trying to join a call or using your headset/earbuds for another purpose.

# Testing Your Audio

Before using your headset, you should test your audio setup to make sure it is working correctly.

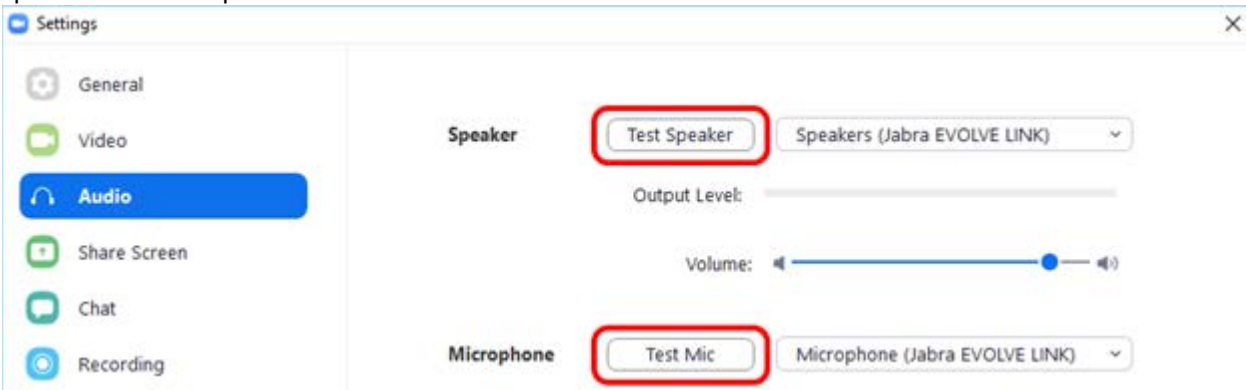
## Skype for Business:

Click in the lower left corner of the main window and select “Check Call Quality”. This will make a test call to verify your audio is working correctly - you will be able to record a short message which will be played back for you.



## Zoom:

Click the gear icon in the upper right corner of the main window then click “Audio”. You will see buttons to test your speaker and microphone.



If you are in a Zoom meeting, you can click the audio icon in the lower left corner and select “Test Speaker & Microphone”:

