INCLOUD – RAINBOW GUIDE (CHECKING AUDIO)
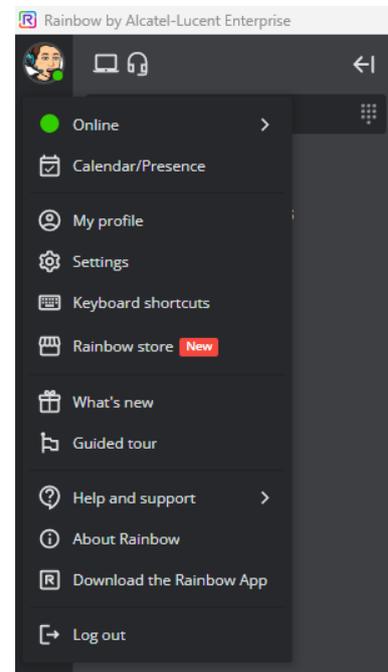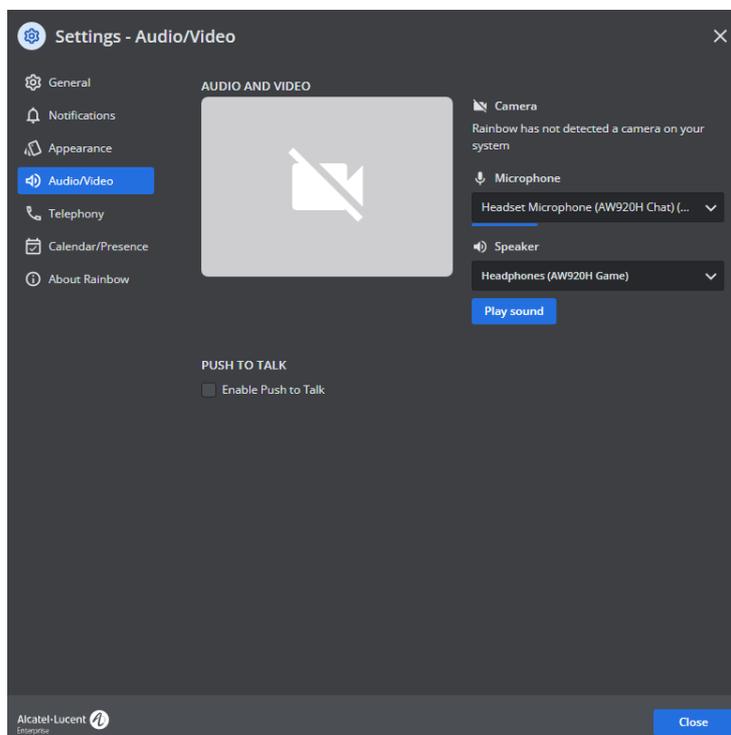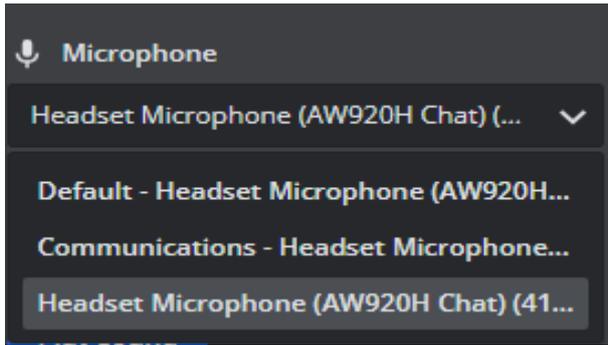
❖ If you are having issues with your Microphone or Speakers you need to check your input/output settings, to do so click on your **"Person Icon"** in the top left of the screen and then select the **"Settings"** option.

❖ Once in settings from the left-hand pane select **"Audio/Video"** You need to confirm that under the Microphone and Speaker sections that the correct device is selected.

❖ In this instance the device being used is an AW920H Headset, you will see your device listed here e.g., Jabra 920 BT, if you don't your computer is not detecting the device and you need to restart your system.
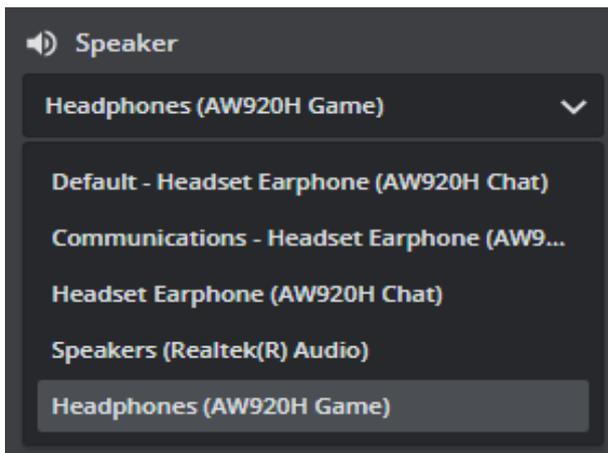
❖ Changing the Speaker selection will alter than channel Rainbow uses to play its audio, it is advised if you are using a headset to select the same device as you did in the Microphone section.

❖ If your device is not listed, please restart your system, and try again.

Changing these settings updates automatically, there is no save button, however, it is recommended that you restart Rainbow after making any settings changes, for instructions please refer to our *"Restarting Rainbow"* guide.

If the problems persist, please contact us at info@intelephony.com.au or 02 6040 4330.