

**Problem:**

Recently the playback has been low and if the dictation is turned up it starts to become muffled and the quality drops.

**Possible Reason:**

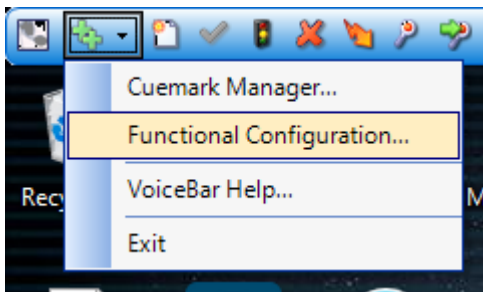
If you have multiple recording devices on a computer (including webcams) you must ensure that either the dictation device is the default device within Windows or set the dictation system to use a specific device.

**Resolution:**

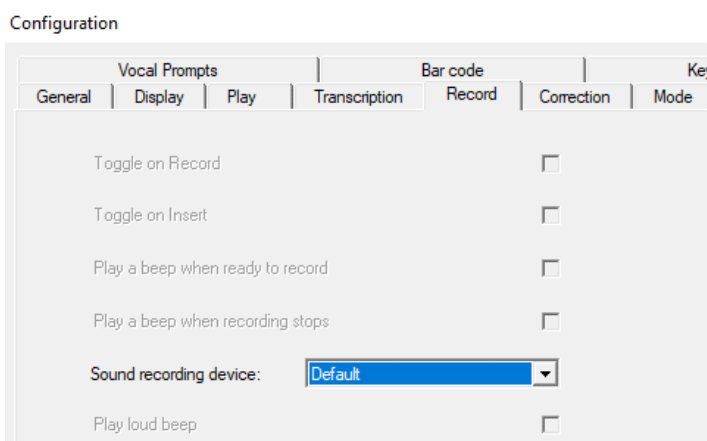
On the machine where the recording takes place either set the digital dictation system to use a specific dictation device when recording or set the dictation device as the default recording device;

**Option 1 – Setting the dictation system to use a specific device;**

- 1) Login to the computer and the digital dictation system as the user experiencing the issue (the person recording the voice).
- 2) On the VoiceBar click onto the green ‘plus plus’ icon and select **Functional Configuration**;



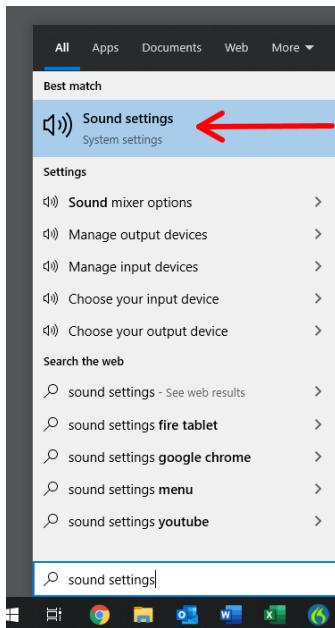
- 3) On the Configuration page locate the **Record** tab and change the **Sound recording device** setting to the device you wish to use when recording;



Philips devices are typically listed as *SpeechMike I, II or III*  
 Olympus devices are typically listed as *Microphone Control (DR) or (RM)*

## Option 2 - Setting the default device within Windows;

- 1) Login to the computer as the user experiencing the issue (the person recording the voice).
- 2) Press the Windows start button and type in Sound Settings, choose this from the listing;




- 3) Select the device you would like Windows to use from the 2 listing;

### Sound

#### Output

Choose your output device

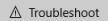
Headset (Plantronics D100) 

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

[Device properties](#)

Master volume

 70



[Manage sound devices](#)

#### Input

Choose your input device

Transmit (Plantronics D100) 

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

After you have changed the settings create and record a test dictation to ensure that voice is being recorded at a high enough volume, if you still experience issues please contact the support team on 01932-789-433