

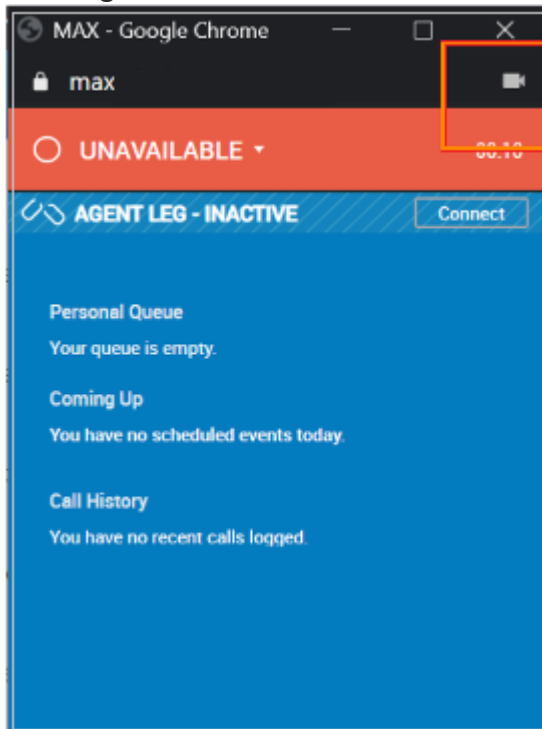
# InContact Headset/ Audio Issues Checklist

Follow the steps below to troubleshoot audio quality issues on InContact

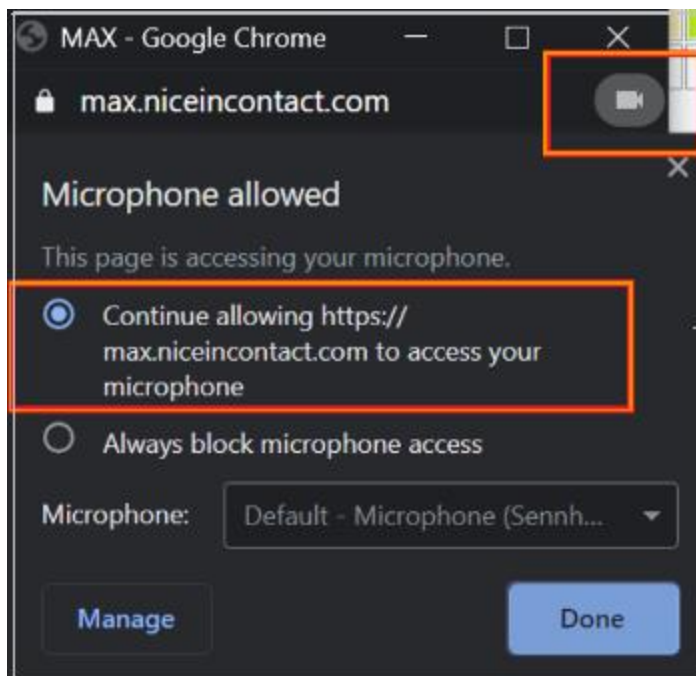
1. Clear Cache & Cookies then restart InContact
2. Log out of your PC, reboot your Router and Restart your PC.

If the issue continues check your IC Audio Headset connection:

1. On your MAX Agent application, make sure that you have the video icon on the upper right-hand side. This will indicate that your Internet browser is detecting your headset.



2. Click the video icon and enable permission for the web browser to access your microphone.



NOTE: In Google Chrome and its derivatives, you can search for "Camera" under Settings to enable the microphone.

