

# GREEN VALLEY HEALTH GROUP

## SOP : HEAD SET TROUBLESHOOTING WHILE ON THE VICI DIALER

Created: 8/19/18

Last Revision Date: N/A

### CIRCULATION:

### TEAM MENTORS/PATIENT ADVOCATES

### PURPOSE:

CREATED TO SUPPORT AND ASSIST PATIENT ADVOCATE WITH AUDIO DIFFICULTY ON DIALER

***Basic Understanding:** This is a procedure to support the field “Patient Advocates” and “Team Mentors” if you are experiencing trouble hearing with your headset while live on the VICI Dialer.*

If the headset is not working or you can't hear anything when on a live call

If you continue to have difficulties after trying both options listed below, then please contact your Team Leader for further assistance.

### OPTION 1

1. Click on settings
2. Click on preferences
3. Click on Audio
4. Click on Device
5. Then make sure all 5 fields are checked with the proper headset name that you are using.

### OPTION 2

1. Click on settings
2. Click on Audio Wizard
3. Select your headset name at the bottom for both headset and microphone
4. Start the test .. and follow the instructions