



# #319623 Headset issues

Submitted		Received via	Requester		
2 August 2021 at 13:26		Web Form	Georgia Duncan <georgia.duncan@terracat.co.nz>		
Status	Type	Priority	Group	Assignee	
Solved	Problem	Normal	Service Desk	Jess Beattie	

**Category**  
Hardware issue/repair

**Georgia Duncan** August 2, 2021 at 1:26 PM

Have had multiple complaints about my headset causing issues - words cutting out etc.

Have had updates done on it and it is still doing it. Have also tried connecting it via bluetooth to the computer but this still didnt help.

**Stephanie Lister** August 4, 2021 at 9:36 AM

Apparently Blair has been to see Georgia and has installed Plantronics hub and done all updates that were waiting. Headset is now worse.

Have asked for Angie to email Nicky to get a new one. Don't think we have any spares here.

Internal note

**Jess Beattie** August 5, 2021 at 10:45 AM

Blair has changed the default sound device on the computer which seems to have fixed this issue :)

Kind regards,  
Jess Beattie

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