

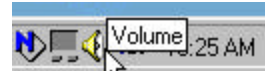
Helpful Hints and Tips for Using BuddyTalk™

What if I call someone and we can't hear each other or the voices are too soft?

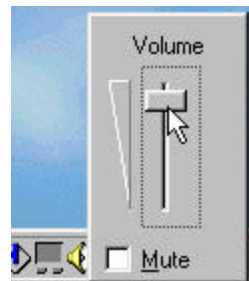
ALL users should perform the following steps on their PC:

1. Check to see if your speakers or headset have their own volume control and increase the level. If your microphone has its own mute or power switch make sure it is set to "on" and plugged into the "mic" connector on your soundcard.
2. Adjust your Volume controls in Windows:

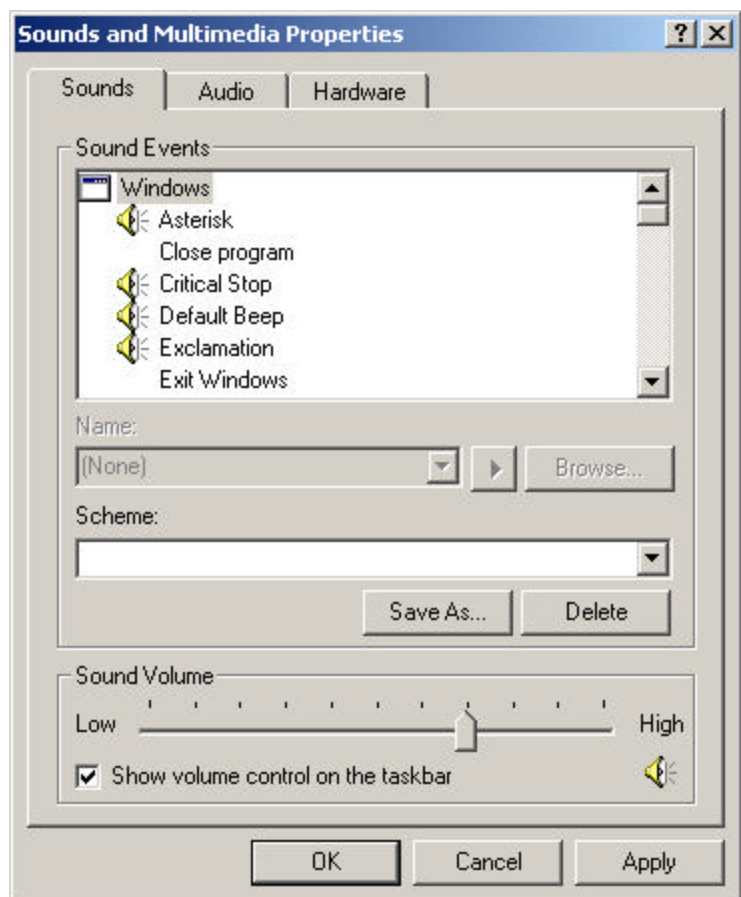
- Single-click on the Speaker icon in your system tray/ taskbar on the bottom right corner of your screen:



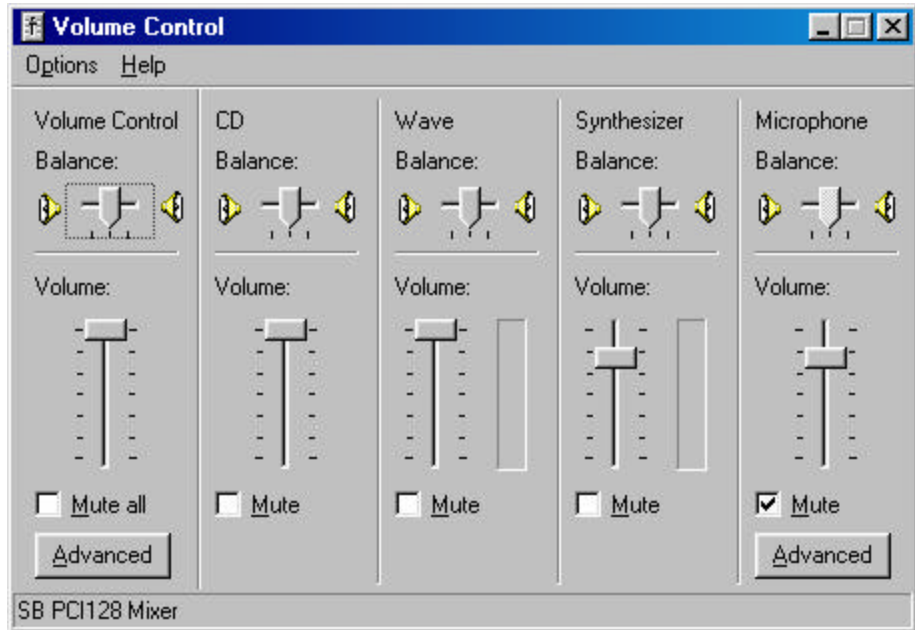
- Adjust the volume setting to the maximum. Make sure "Mute" is not checked.



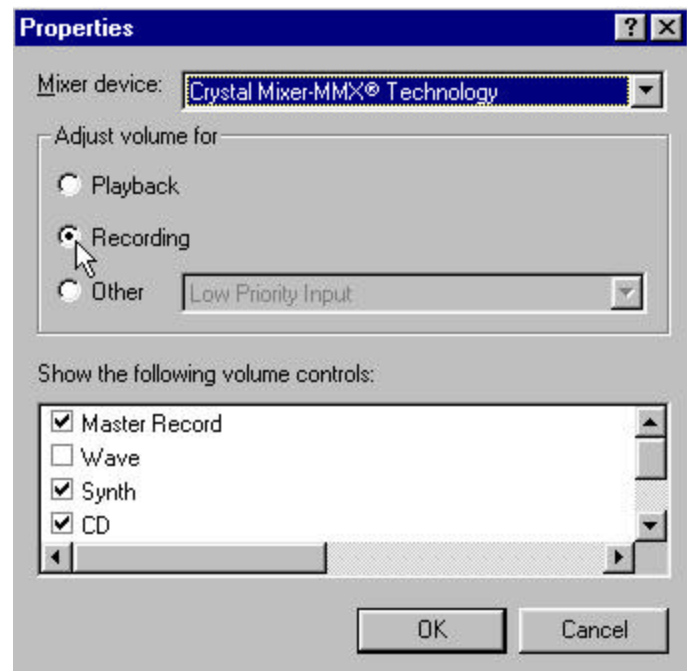
- If the Speaker icon is not there, click START → SETTINGS → CONTROL PANEL → MULTIMEDIA (SOUNDS AND MULTIMEDIA). Make sure that the "Show volume control on the taskbar" option is checked. Click OK and then you should see the Speaker icon in your system tray/taskbar.



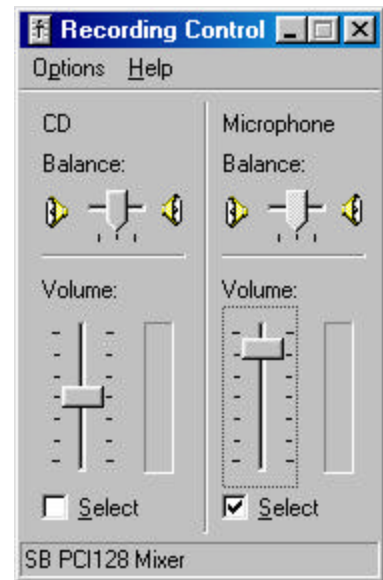
- If the voices are still too soft, it means that your microphone transmission level is too low.
 1. Double click on the Speaker icon in your system tray/taskbar. When the "Volume Control" window opens, make sure that none of the options are muted. If Microphone "Mute" option is checked, that's okay. It is intentionally muted so that you don't hear the "whistling" feedback through your speakers.



2. In the Volume Control window, select: OPTIONS → PROPERTIES. Make sure to select "Recording" button. Now click OK.



3. On the "Recording Control" screen, make sure that "Microphone" or "Recording" levels (or both) are set higher (preferably above 75% of max), and make sure that the Microphone "Select" box is checked. Close the window and try to place a call.



3. Make sure no other audio programs are using your sound card.
4. If after going through steps 1-3 you still do not see an improvement, reinstall your sound card drivers and then repeat steps 1-3 above. (To ensure correct installation of your full-duplex sound card drivers, consult the owner's manual or the technical support of your computer manufacturer.)