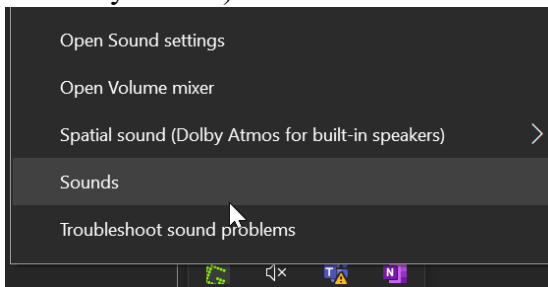


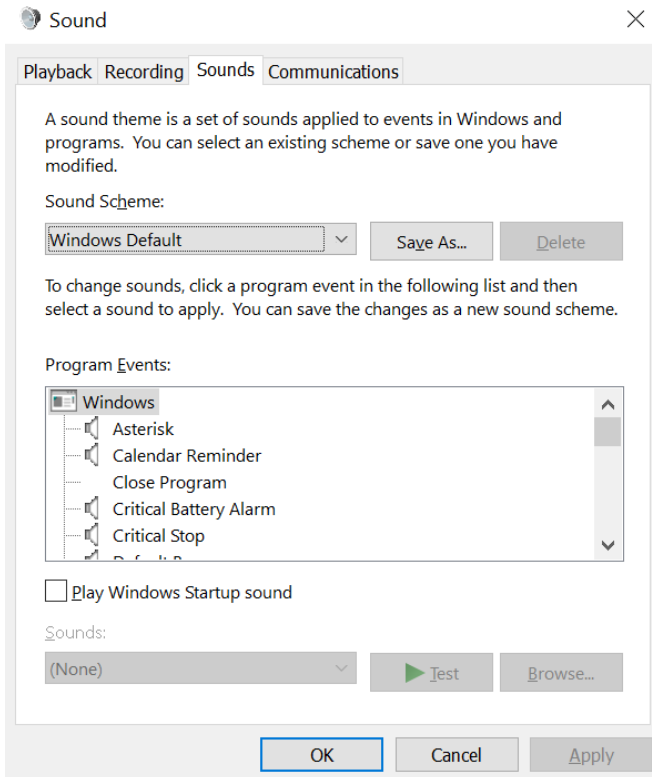
Genesis Sound Configuration - Windows

To have “ring” audio come through your monitor, but have call audio come through a headset:

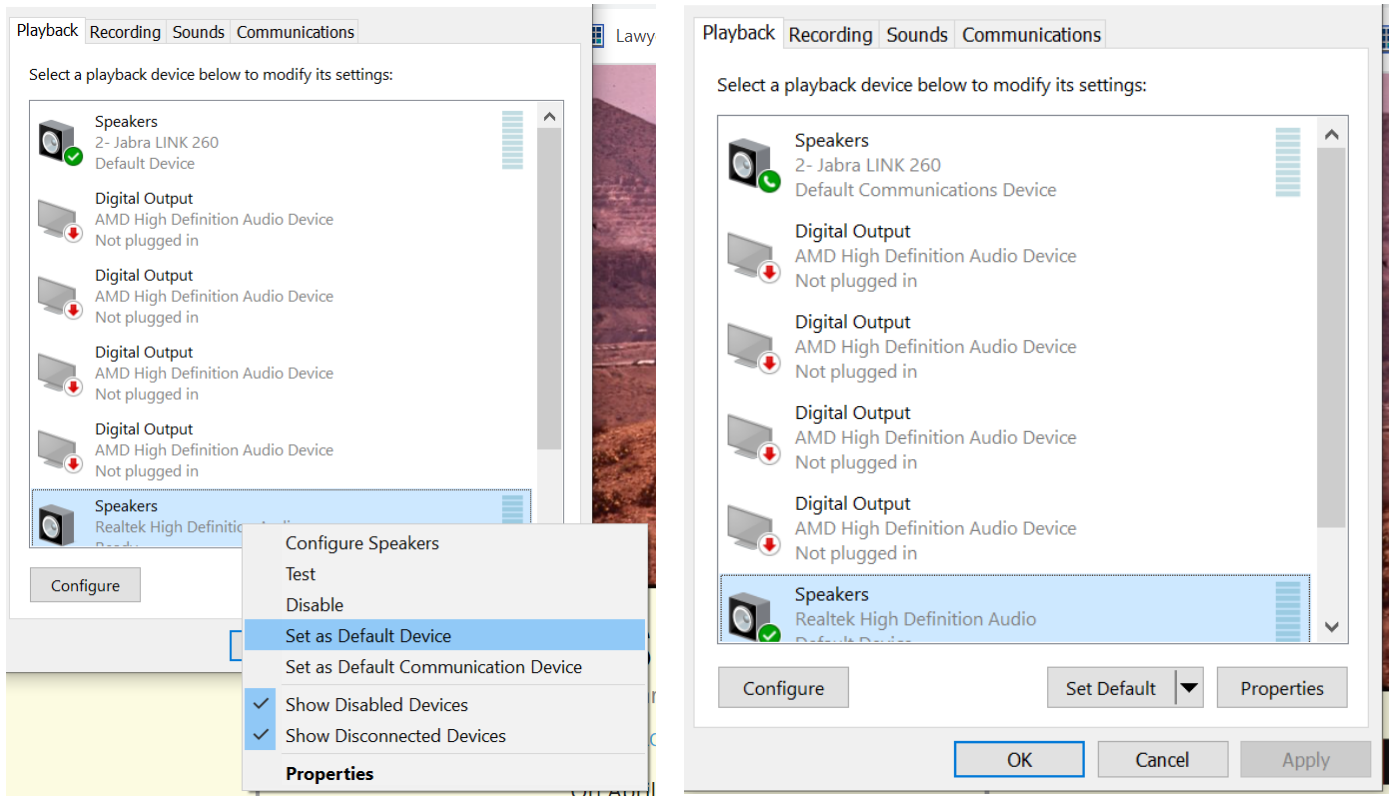
1. Ensure the headset you will be using to take calls is plugged in
2. Right-click the sound icon (a speaker) on your windows task bar (Lower right side of the screen by default) and select “Sounds”



3. Navigate to the “Playback” tab towards the top of the window



4. The default device will likely be the headset you are using for calls. Right-click on the monitor speakers and select “Set as Default Device”



*To have both ring audio and call audio come through your headset, simply re-select the headset as the default device.

Please note: Amtelco Field Engineering, as an option, can configure Web Agent users to not use the windows default device and force the sound to the headset.