

Troubleshooting Polycom PVX Audio

Problem #1: The remote side can hear you, but you can not hear them.

Reasons:

1. The speakers are turned off.
2. The audio settings are incorrect for your system.

Solutions:

1. Check that your speakers are on and volume is up. The laptops are often on mute when you are at home and can not hear.
2. Check that the settings are correct. *See below.*

The Polycom PVX is a neat little desktop videoconferencing system, but often loses its audio settings. They are easy to restore.

Step 1. Click the  button on your PVX software. I am pointing to it below.



Step 2. If the speakers are connected to your pc's line out OR you are on a laptop, navigate to the Audio tab and put a check mark in the USB Audio. Hit OK.



Step 3. Close and reopen the PVX application. The settings will then be set and you should be able to hear.

Problem #2: The doctors want to consult without the patient overhearing. The Polycom ViaVideo is picking up the conversation and interrupting the telephone call.

Reasons: 1. The Mute button is OFF.

Solutions: 1. Toggle the Mute button to block your microphone. An icon of a microphone that is crossed out appears in the lower left corner of the screen.



Problem #3: Volume Control

Reasons: 1. Sometimes the volume on the PC disrupts telephone calls.

Solutions: 1. Manipulate the volume.

Select volume here.

