

SDI online courses use VoIP for the audio (to hear and speak). VoIP stands for Voice over Internet Protocol.

Participants, who join the class training sessions (a webinar) via VoIP, will require speakers or headphones to hear the webinar and a microphone to ask questions during the session.

Below is a list of examples for headsets. We recommend a USB headset for it provides the easiest connection to your computer and the best quality of audio for your online training experience.

Headsets can be purchased from Staples, Future Shop or any office supply store starting at \$9.99 and up.

Listed in order from best quality to poor quality.		
	USB* headset connected to your computer	Best
	Headphones and USB* microphone connected to your computer	
	Analog** headset connected to your computer	Good
	Headphones and analog microphone** connected to your computer	
	External speakers and USB microphone	Fair
	External speakers and analog microphone	
	Laptop built-in microphone and speakers	Poor
	External speakers and USB Webcam microphone	



*USB Cable



** Analog Cable

Avoiding Call Echo

- A USB headset is recommended
- Built-in or external speakers can cause echo. We recommend reducing the speaker volume to a low level.
- Webcams with microphones can pick up additional noise and cause echo. Using a Webcam for your audio is not recommended.

Avoiding Background Noise

- Training sessions are best experienced in a quiet location.
- If using a microphone, move the microphone closer to your voice and away from competing sounds.
- Avoid moving or touching the microphone during the session.

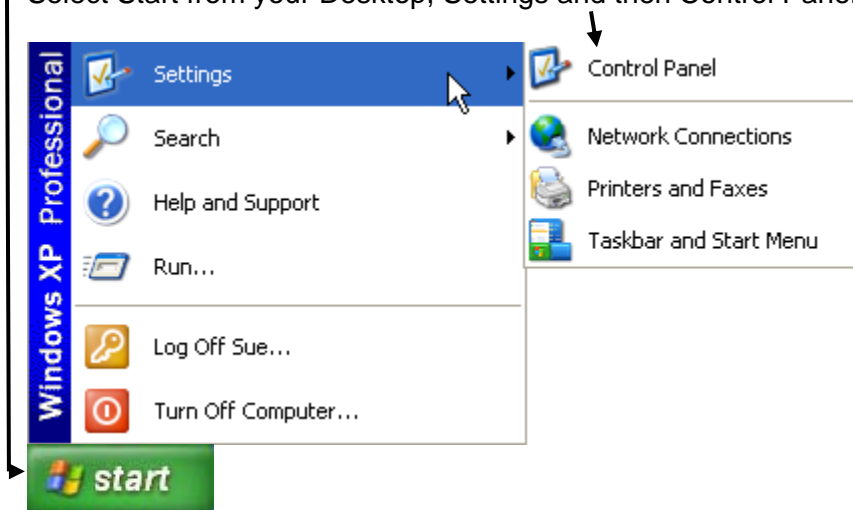
Dropped Words, Delay, Robotic Sounds

Dropping words, delay or robotic sound is often due to poor network performance, lack of memory or high CPU Usage. If you are experiencing this, close all application you are not using on your computer. Dial up Internet connections can also cause a poor connection.

Adjusting the Audio

For making adjustments to your audio or headset, the Sound and Audio Devices Properties settings can be found in the Control Panel on your computer.

Select Start from your Desktop, Settings and then Control Panel.



Sounds and Audio Devices

On the control panel window, select the Sounds and Audio Devices icon.

To have a good online experience, ensure the setting for the devices being used, are set to the correct settings and properties. Most headsets when first installed and used, the correct settings will be set on the computer automatically.

