

## Microphone volume troubleshoot guide

This guide contains a fix for the following items:

24133 - RYDO USB HEADSET

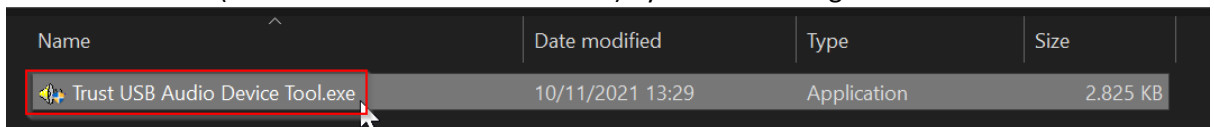
24188 - ROHA USB HEADSET

24186 - HS-200 USB HEADSET

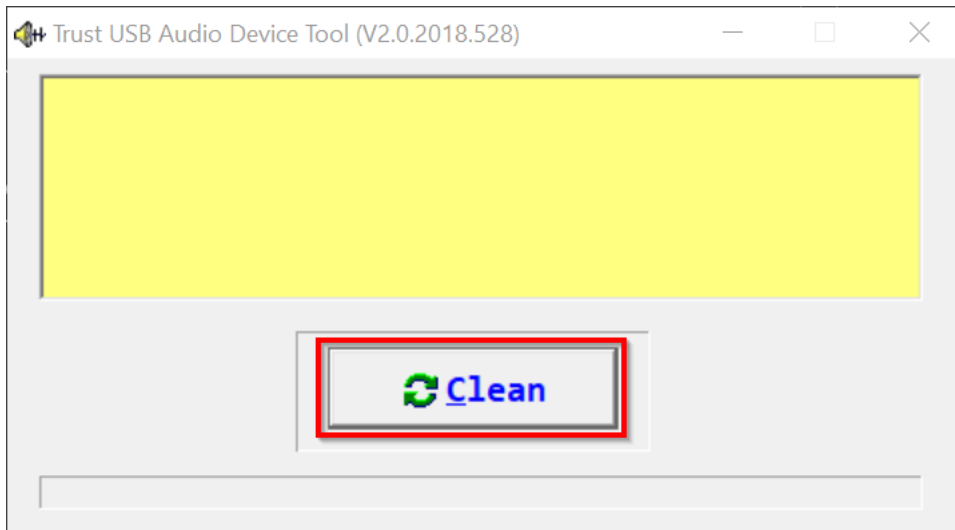
### What should I do if the volume of my microphone is too low?

Please follow the steps below to resolve the issue:

1. Go to this link <https://www.trust.com/support/microphone/> and download the software.
2. Unplug the headset from your PC/laptop.
3. Run the software (Trust USB Audio Device Tool.exe) by double clicking the file.



4. Press “clean” and wait for it to finish.



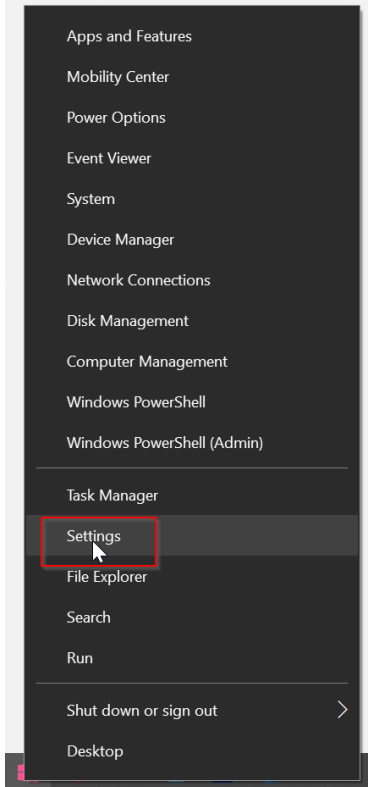
5. Close the software and plug the headset back into your PC/laptop.

This should resolve the issue.

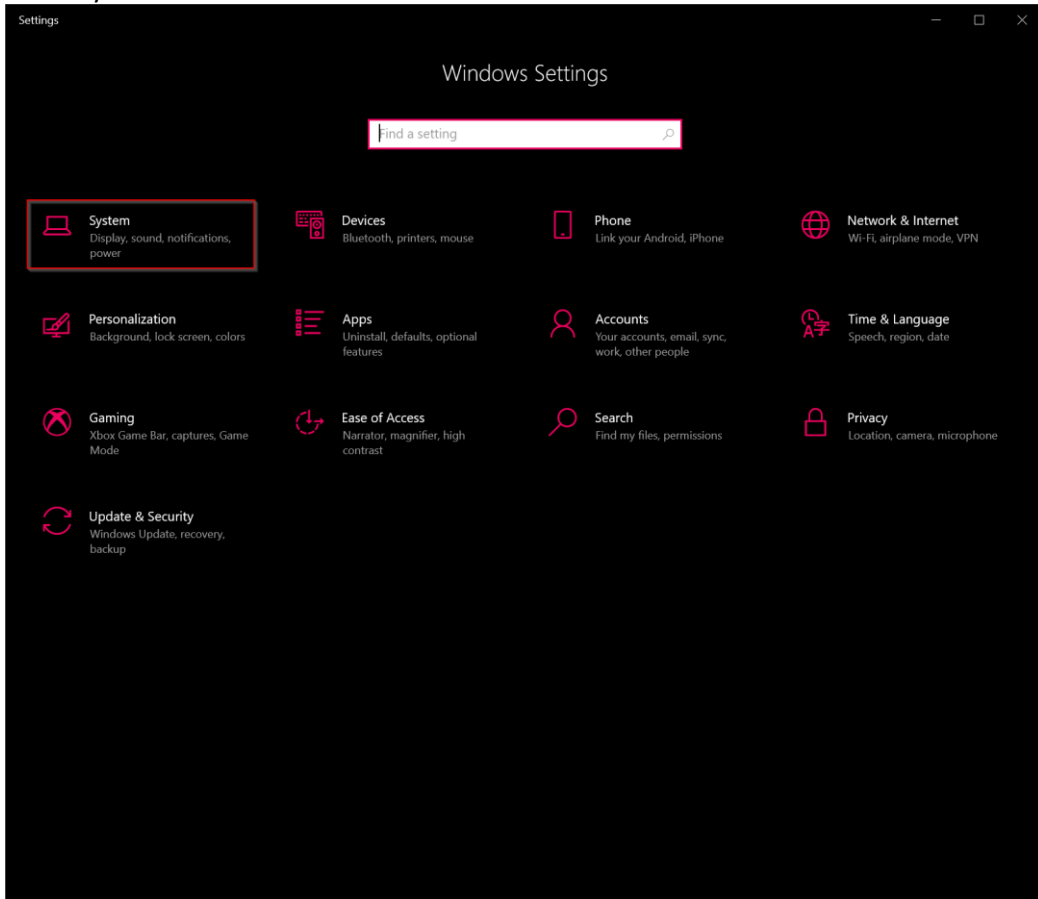
If this is not the case, please follow the additional steps on the next page:

## Windows 10:

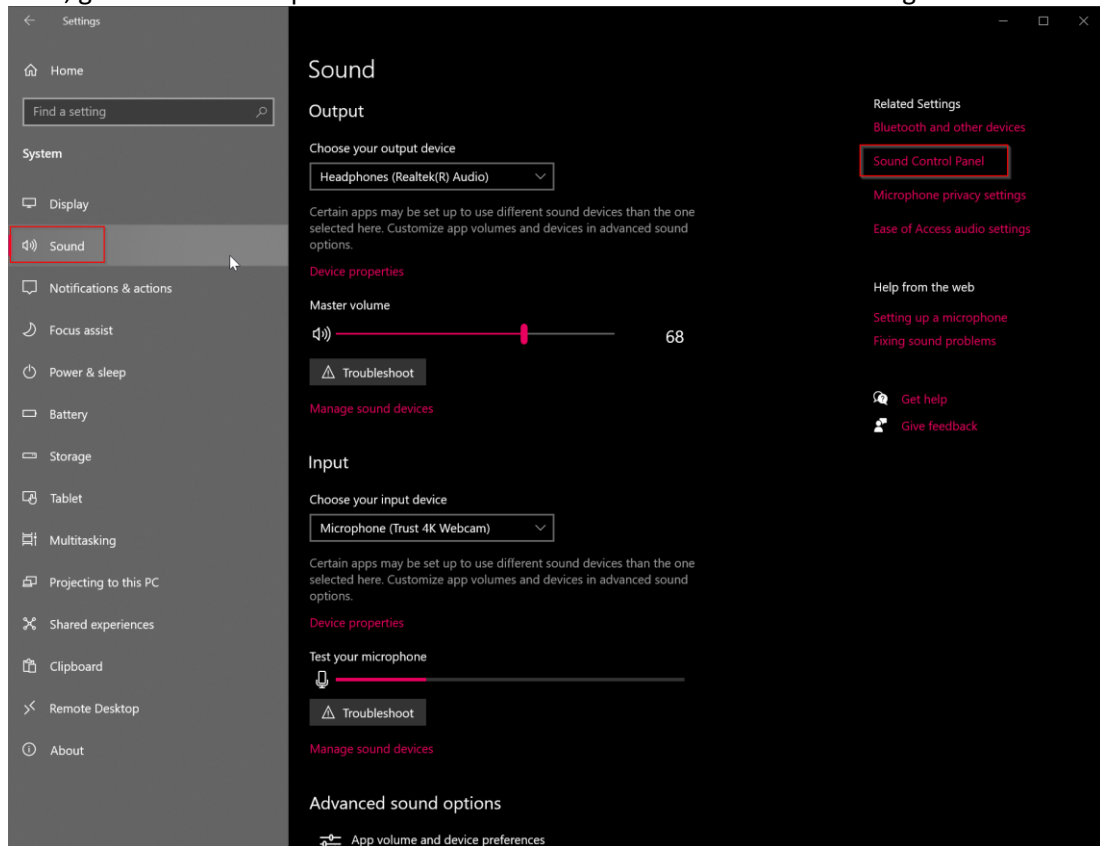
1. Go to Settings by pressing the Windows logo on the bottom left of your screen with your right mouse button and clicking the Settings button in the menu that pops up.



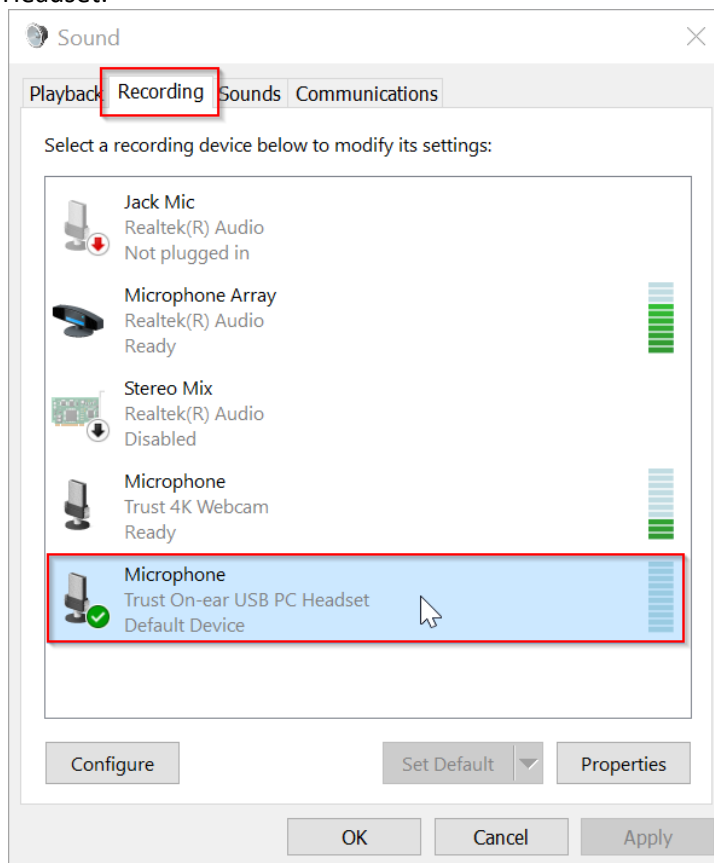
2. Go to System.



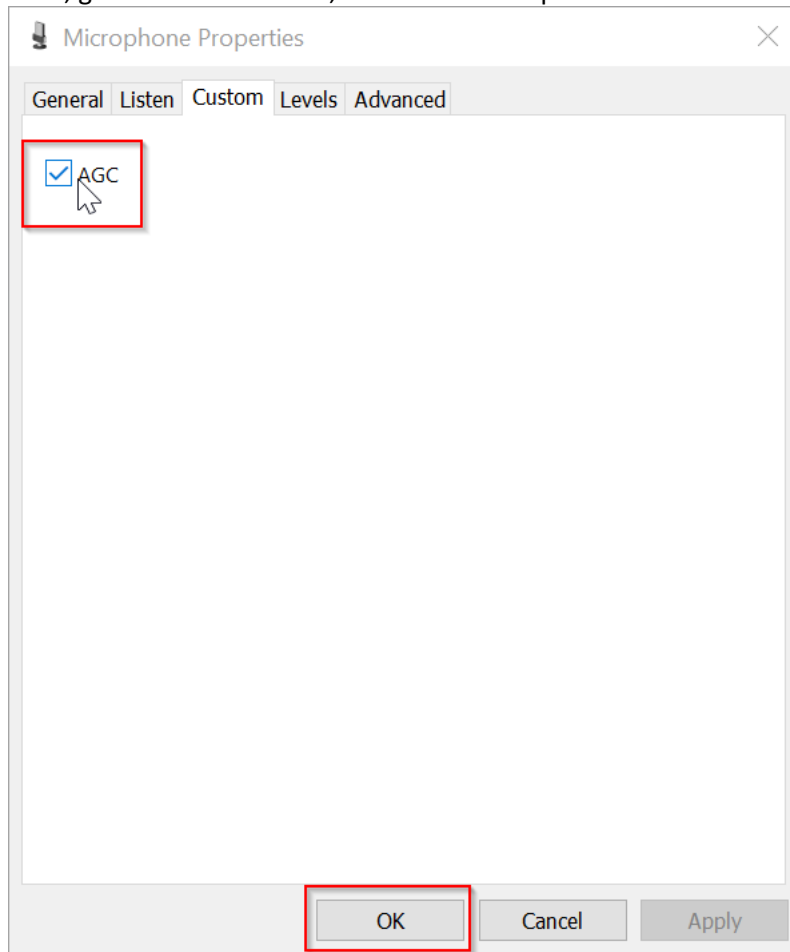
3. Next, go to Sounds and press the Sound Control Panel under Related Settings.



4. On the windows that pops up, go to Recording tab and double click the Trust On-ear USB PC Headset.

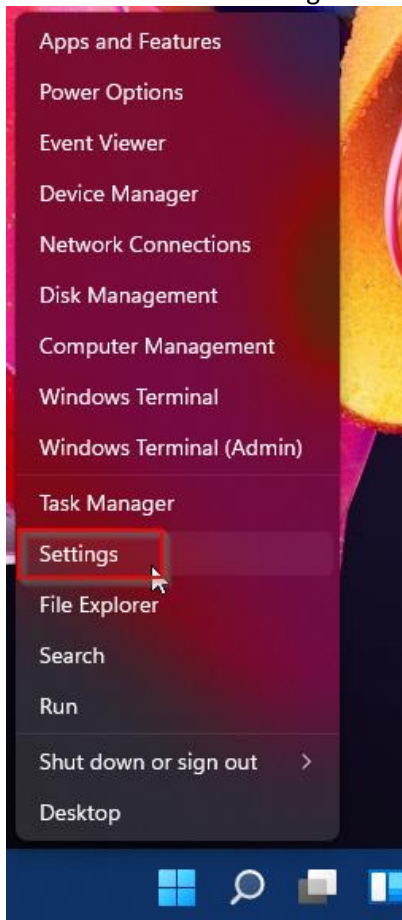


5. Next, go to the Custom tab, enable AGC and press OK.

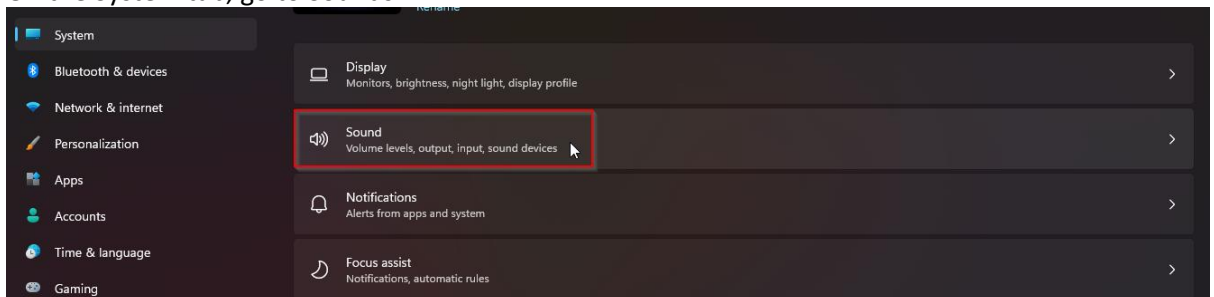


## Windows 11:

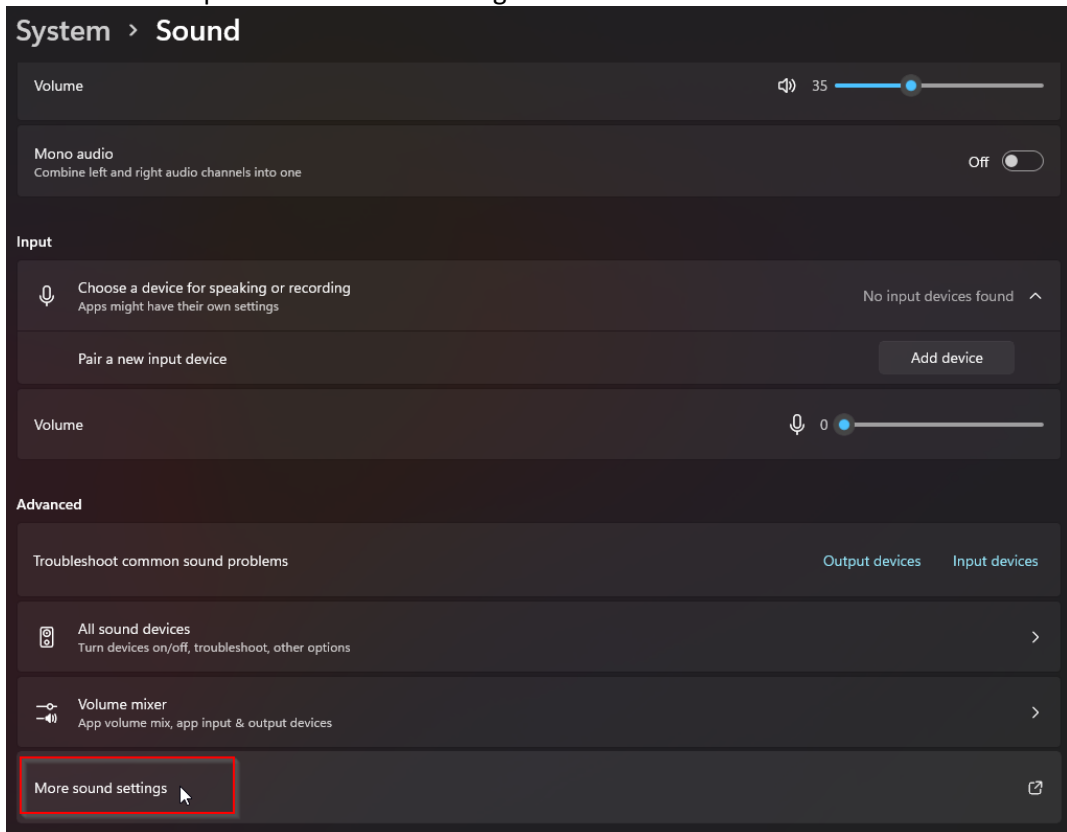
1. Go to Settings by pressing the Windows logo on the bottom of your screen with your right mouse button and clicking the Settings button in the menu that pops up.



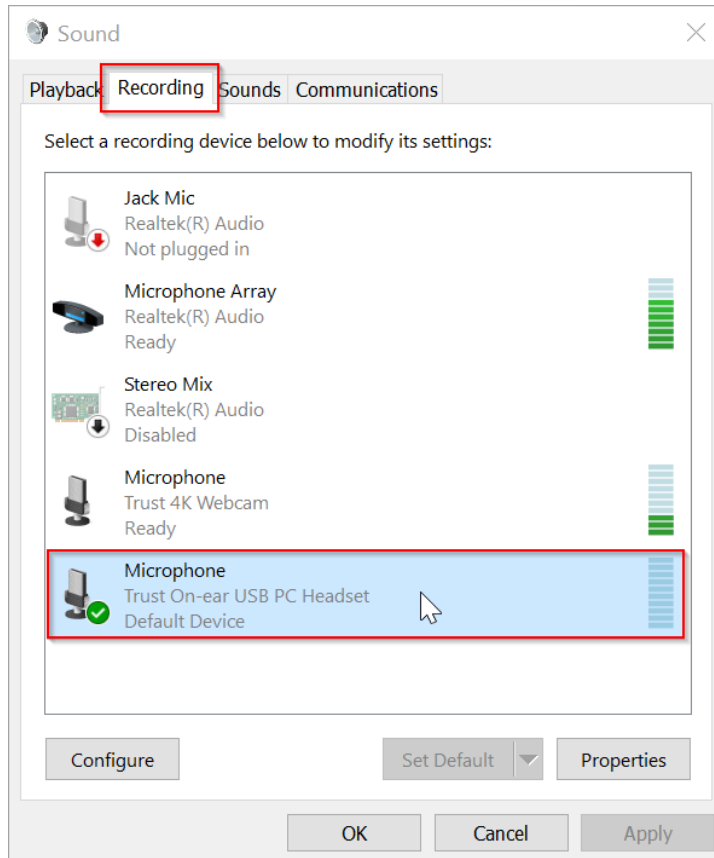
2. On the System tab, go to Sounds.



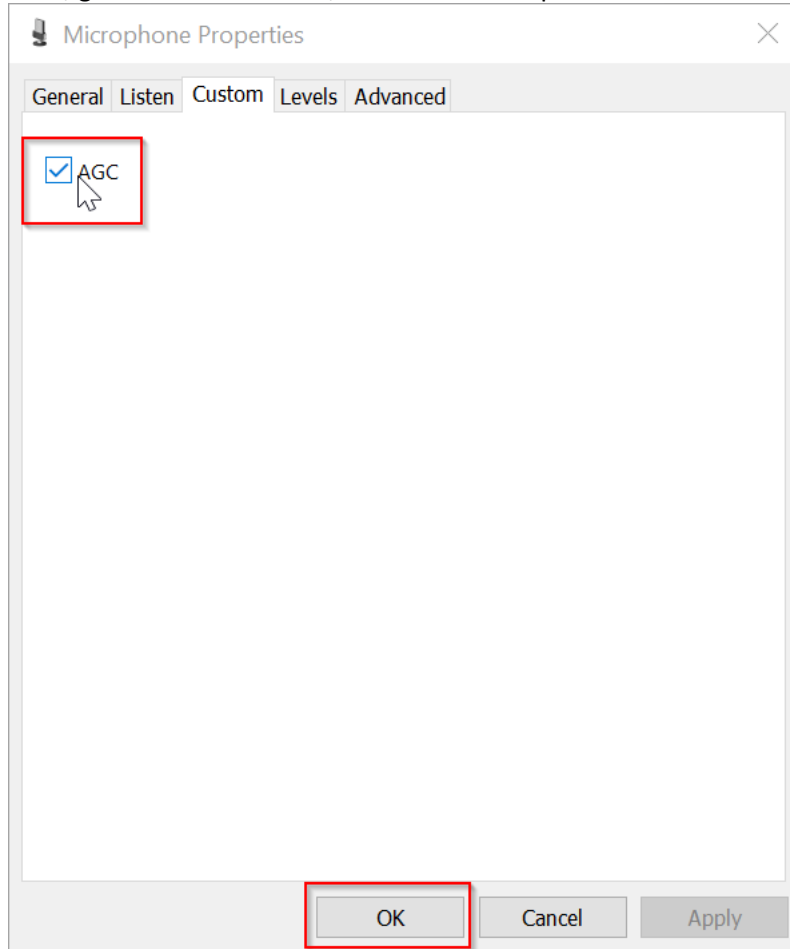
3. Scroll down and press More sound settings.



4. On the windows that pops up, go to Recording tab and double click the Trust On-ear USB PC Headset.



5. Next, go to the Custom tab, enable AGC and press OK.



Following these steps on either Windows 10 or Windows 11 should solve you microphone issues.