

Headset Information

General Information:

Brand: Cyber Acoustics

Model: AC-850

Features: USB PC headset; noise canceling mic element; stereo headset; adjustable headband; ultra comfort design; 180 degree microphone; adjustable boom arm; inline mute/volume control; ambidextrous design; supports Windows Vista, Windows XP, Windows 2000, Windows ME, Windows 98 SE, Mac OS9 or higher.



Purchasing:

Store: Altex

Retail Price: \$34.95

More Information: Search AC-850 on Altex.com

Other Stores: Search AC-850 on cnet.com for full specifications, reviews, and online purchasing options

Troubleshooting:

Common Issue: If your headset doesn't work by simply plugging it in to an unused USB port on your computer, you may need to update your sound settings to recognize the new device. *This most likely will not be necessary with a headset that uses a standard headphone plug.*

Steps to Correct:

1. Open your Control Panel (Start→Control Panel)

Depending on your computer settings, there might be a different path to get to the window you need:

2. Click on Sounds, Speech, and Audio Devices

OR

2. Click on Sounds and Audio Devices

3. Click on Change the Speaker Settings to open the Sounds & Audio Devices Properties Window

3. This will automatically open the Sounds & Audio Devices Properties window.

4. In the Sounds & Audio Devices Properties window, go to the Audio tab (near the top).

5. In both the Sound Playback & Sound Recording areas, use the drop down menus to select USB Audio Device. Click OK.

6. In the Sounds & Audio Devices Properties window, go to the Voice tab.

7. In both the Voice Playback & Voice Recording areas, use the drop down menus to select USB Audio Device. Click OK.

8. To test if your headset is working correctly, push the Test Hardware button. After it loads (takes about 30-60 seconds to load up), the Sound Hardware Wizard will take you through two short tests – one to make sure your microphone is picking up your voice, and another to have you hear what you sound like through the microphone. If both of these tests turn out okay, then your headset should be good to go!

If this does not work or you have any other difficulties with your headset, please feel free to contact Sara Bordelon (210-458-7070) or Joe DeCristoforo (210-458-4548) in the Office of the Registrar at UTSA for assistance.