

**Virtual Bug In Ear (VBIE) Audio Troubleshooting**  
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If you are experiencing difficulty with your Bluetooth, please try the following troubleshooting actions:

First, check the bar on the lower right corner of your computer's desktop. Be certain there is a Bluetooth icon located there. If not, you need to reinstall your iogear (Bluetooth) CD. Always remember to shut down and restart after installation.

If the icon is there (or after you have reinstalled the software) then you need to click on it. Next, click on the "find devices" icon, you should see an icon there for your headset, select "connect to headset" to be certain it is on.

Second, when you are in SKYPE, click on the microphone in the lower right corner. Then, change the audio and microphone to Bluetooth, but DO NOT select the high quality version. Instead use the basic Bluetooth choice. Also, go to Tools, then Options in the Skype pull down menu to be certain all audio settings selected are correct. If using Mac, go to Preferences to check Skype audio settings.

Third, if the Bluetooth is still not working, you need to be certain the audio is not muted in your control panel. To do this, go to Start and click on My Computer. Next, click on Control Panel and once there select Sound, Speech, and Audio Devices. You should see another option there labeled Sounds and Audio Devices --click on that. Finally, check all the possible tabs (volume, sounds, audio, voices, hardware, etc.) and be certain that none of the mute boxes are checked. If they are then please "unmute", click on apply, and save. Also, be sure Bluetooth audio is selected in all the audio settings in the computer's control panel.

Forth, if the Bluetooth was recently taken off the charger, you may need to shut down and restart your computer.

Still no luck? Fifth, try turning the Bluetooth headset on and off three or four times.

Again, your Bluetooth headset must be fully charged for any of these steps to work properly.