Home > Recommended Audio Configuration for Five9

Recommended Audio Configuration for Five9 [1]

May 9, 2023 by m.essa [2]

1. Disabling Exclusive Mode.

Exclusive mode allows applications to take exclusive control of the interface so that other apps cannot play sound at the same time. This may cause issues when switching audio apps or when another application is also running.

IMPORTANT

When another application like Microsoft Teams is in use, audio priority may switch to MS Teams resulting in one-way audio issues or error messages where the selected audio device is disconnected.

Steps to disable Exclusive Mode

Step 1. Open Control Panel.

Step 2. Open Sounds. (While there will be shortcuts to open the sound configuration, the best way to open it would be through the control panel as this will be consistent across all devices running on the Windows operating system)

🕺 Control Panel\All Control Panel Items			
\leftarrow \rightarrow \checkmark \land \blacksquare \land Control Par	el > All Control Panel Items		~ C
File Edit View Tools Adjust your computer's settings			
 Audio Controls Color Management Device Manager File History Intel(R) Rapid Storage Technology Mail (Microsoft Outlook) Power Options RemoteApp and Desktop Connections Storage Spaces 	 AutoPlay Credential Manager Devices and Printers Fonts Internet Options Mouse Programs and Features Security and Maintenance Sync Center 	 Backup and Restore (Windows 7) Date and Time Ease of Access Center Indexing Options Java (32-bit) Network and Sharing Center Recovery Sound 	Regior Regior Regior Regior Regior Regior Regior Regior Regior Regior
Troubleshooting	& User Accounts	Windows Defender Firewall	niskoa

Step 3. Double-click on active audio device in use.

- **Step 4**. Click Advance and disable Exclusive Mode.
- Step 5. Click Save. (The same setup should be performed for Playback and Recording)

Sound ×		Speakers Properties
Playback Recording Sounds Communications		General Levels Advanced Spa
Select a playback device below to modify its settings:	е	Default Format
Speakers Krisp		Select the sample rate and b in shared mode.
Ready	re	24 bit, 48000 Hz
Realtek(R) Audio Default Device	h	Exclusive Mode
Realtek HD Audio 2nd output Realtek(R) Audio Not plugged in		Allow applications to tak Give exclusive mode appl
		Hardware Acceleration
	_	Signal Enhancements
Configure Set Default V Properties		Restore Defaults
OK Cancel Apply		

Sound ×	Microphone Array Propertie
Playback Recording ounds Communications	General Listen Levels Advan
Select a recording device below to modify its settings:	Default Format
Krisp Microphone Krisp Disabled, unplugged	Select the sample rate and b in shared mode.
External Mic Realtek(R) Audio	Exclusive Mode
Microphone Array Realtek(R) Audio Default Device	Allow applications to tak
	Signal Enhancements Allows extra signal processi
Configure Set Default V Properties	Restore Defaults
OK Cancel Apply	

IMPORTANT

Changes to the sound device's configuration may result in temporary loss of audio. This is a design behavior window and may vary per device. It is advisable that as soon as the changes are performed, relaunching the apps, unplugging and plugging the audio device, or restarting the station in Five9 should re-establish the audio connection.

2. Disabling Automatic Volume Control.

Preferably this is set to do nothing.

Sound				\times
Playback Recording	Sounds	Communication	s	
Windows ca sounds what telephone c	an autom en you ar calls.	atically adjust ti e using your PC	he volume of diff to place or recei	ferent ve
When Windows de	tects com	munications ac	tivity:	
O Mute all other	sounds			
O Reduce the vol	ume of o	ther sounds by	80%	
O Reduce the vol	ume of o	ther sounds by !	50%	
O Do nothing				
	-			
		ОК	Cancel	Apply

IMPORTANT

By default, this is set to 80%. When a call comes in and the user is on another tab or another app, the ring notification will be lowered by 80% which results in the ring being barely audible. This may result in the agent being set to not ready-system status for not being able to answer the call when the automatic answer is off.

3. Setting Default Audio per Apps.

Control Panel Sound Configuration aside, we have another sound setting that we could check by simply typing sound settings on the search bar. This is useful for making sure

that Five9 uses the correct audio input and output device. In this Sound Settings, we'll have specific volume control per apps and the ability to use different audio outputs for different applications.

Steps to Configure Sound Settings.

Step 1. Click the Search Bar and Type "Sound". (Another shortcut for missing search bar is to right-click on the windows icon and click "search")

Step 2. Open the Sound Settings.

۹ ۵	All Apps Documents Web More 🕶	
Age	Best match	
🗣 Do 🥵 Sni	くい) Sound settings System settings	4
💨 Slac	Settings	Sound
📁 S •	Change system sounds	System
P	বগ) Sound mixer options >	
📕 Stic	বগ) Manage sound devices >	ロ Open
🍺 Stic	4》 Choose your sound input device >	
F Stic	থ্য) Choose your sound output device >	Get quick help from web
Stic Stic	থ») Manage input devices >	Setting up a microphone
olimb	다고 Lower the volume of other apps	Fixing sound problems
🔁 Zoo	when Narrator is speaking	Related settings
🛸 Em	Search work and web	Related Sectings
🛸 Call	✓ sound - See work and web results >	Bluetooth and other devices se
👰 Tas	Apps (1)	Make your device easier to hea
📢 Sou	Folders (1+)	
🗘 Sett		
ø Unt	∽ sound settings	

Step 3. Select the preferred input and output devices.

	← Settings		
ر 	යි Home	Sound	
🕹 Do	Find a setting	Output	
4	Guitan	Choose your output device	
😴 Slac	System	Speakers (Realtek(R) Audio)	
•	🖵 Display	Certain apps may be set up to use different sound devices than the one	
📕 Stic	다) Sound	selected here. Customize app volumes and devices in advanced sound options.	
Stic	Notifications & actions	Device properties	Dé
📕 Stic	<i>D</i> Focus assist	Master volume	fo
🧾 *Un ol Inb	🖒 Power & sleep	▲ Troubleshoot	de
😇 Zoo	🗁 Battery	Manage sound devices	
🇯 Call	📼 Storage	Input	Ap to
n Tas M Sou	년 Tablet	Choose your input device	sp be
Sett	芦† Multitasking	Microphone Array (Realtek(R) Audio) 🗸	
	Projecting to this PC	Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.	
	X Shared experiences	Device properties	
	ក្រំ Clipboard	Test your microphone	
	>< Remote Desktop	A Troubleshoot	
	🛈 About	Manage sound devices	
		Advanced sound options	
02:02		App volume and device preferences Customize app volumes and the speakers or devices they use.	

IMPORTANT

If you do not see your audio device here, please check if the device is using USB or 3.5mm Jack. USB Devices will normally show as separate audio devices and will most of the time specify the name of the device while analog audio devices will show as either Headphones or

Speaker.

Sound							\times
Playback	Recording	Sounds	Commu	nications			
Select a	playback de	evice below	v to mo	dify its s	ettings:		
	NVIDIA NVIDIA	Output High Defi ugged in	inition	Audio			
	NVIDIA NVIDIA	Output High Defi ugged in	nition	Audio			
	Speak Plantro Defaul	e rs onics C720 t Communi	ication	s Device	JSB He	adset	
	Speake Synapt Ready	ers ics HD Aud	dio	Built	-in Spe	akers	
	Headp Synapt Defaul	hones iics HD Auc t Device	dio	3.5	mm He	eadset	
Confi	gure			Set Def	ault 💌	Properti	es
			ОК		Cancel	App	y

Step 4. Specify the audio device per app as needed. This will be helpful if the agents want their ring notification to come out of the speaker and audio for the call to be processed on the headset.

	← Settings		
ر Age	ல் App volume and o	device preferences	
🕹 Do	Adjust the master volume to change all	Output	
4	sounds. You can adjust volume for specific apps and system sounds as a	Speakers (Realtek(R) V	This the same option specified on the previous page with the
💱 Slac	percentage of the master volume.	Input	addition of the master volume
•	Autor volume	Microphone Array (🗸	control.
🗾 Stic	NW 100		
📕 Stic			
Stic	Арр	Output	These are sounds that are native to
#Un	Volume	Input	the windows computer, common
ol Inb	System sounds	Default 🗸	system sounds are ungs, and alerts.
😑 Zoo	4ඹ 100	Default \checkmark	
🥬 Em	in Five9 Softphone	Default	This is the Actual Five9 app. Any audio
Tas	dŵ 100		specified on the Five9 Adapter Sound
📢 Sou			
🤿 Unt	Krisp	Default \checkmark	appear here means they are currently
¢‡ Sett	4୬) 100	Default \checkmark	the system sound and thus, it is best to
	Sound	Default	first before configuring.
	۵» 100	Default	One Fine example is that even though
			Browser is active. Since no audio strea Chrome will not show here.
	Zoom	Default ~	
	ላ୬) 100	Default \checkmark	
	Zoom Meetinas		
	مور		Any application that does not have an
		Delaun	preferred addio device to it will use th
01:48	Dept to the Microsoft resources and the	faulte	
	Reset	auns.	
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