

Audio Issues

- 2020-01-29 - Audio-specific Issues

COMMON AUDIO ISSUES

- Audio is choppy, cutting in and out a few times
- Audio is too soft or none at all
- Echo
- No audio on mobile devices, usually due to permissions not set

COMMON FACTORS AFFECTING AUDIO QUALITY

- Network stability
- CPU usage
- Hardware

CHOPPY AUDIO (CUTTING IN AND OUT)

1. Open your Network Statistics window while in a call. See

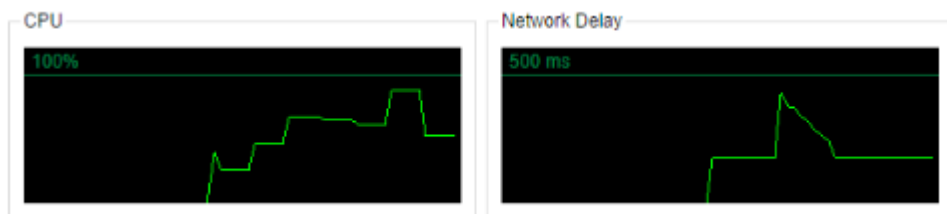
<https://help.vsee.com/kb/articles/show-network-warnings-and-statistics>

2. Check the graphs.

- **Users > Network Delay.** If you see spikes, your could be having network issues which may cause poor audio and video quality.
- **Users > CPU.** If the bar is hitting nearly 90-100%, your CPU is maxed out which may be causing poor audio and video quality.

3. It is also possible that your network is good but that of other call participants are not.

This will still cause audio issues. Please check their data.



4. Try to restart your device and advise the other participants to do so as well.

5. Test your network stability. See

<https://help.vsee.com/kb/articles/network-stability-test-packet-loss-jitter-round-trip-time>

6. See other recommendations at the bottom of this article.

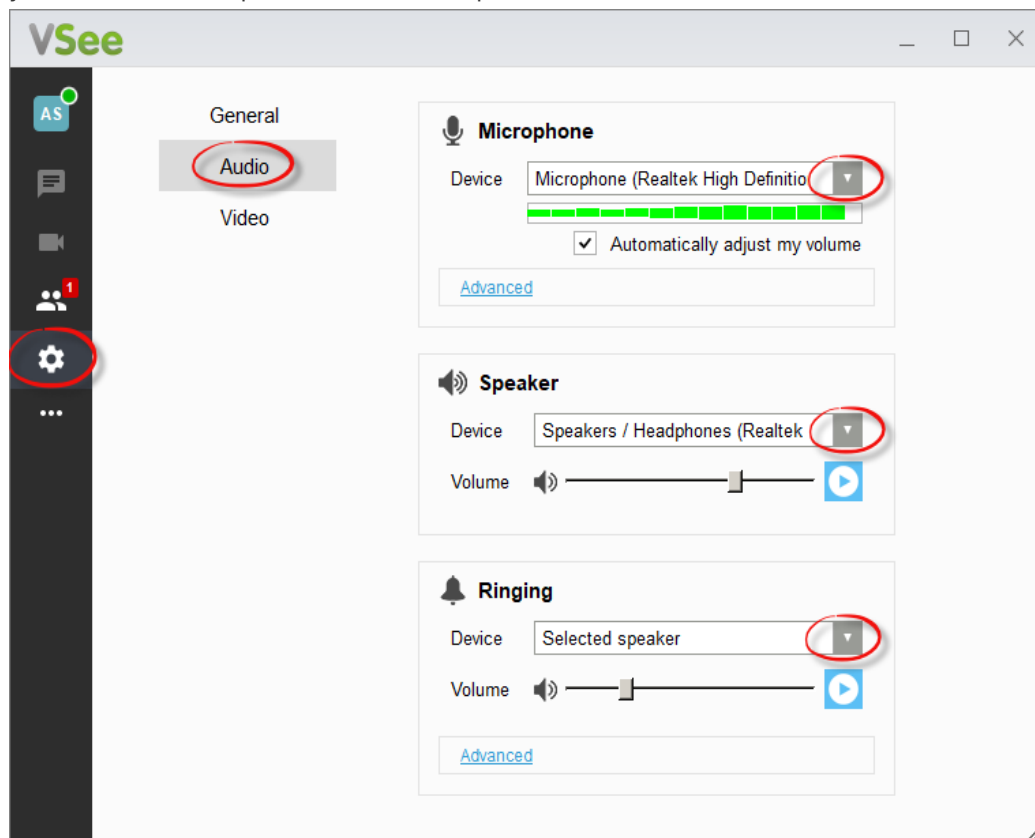
SOFT OR NO AUDIO

1. Please make sure you and the other call participants have tried the following:

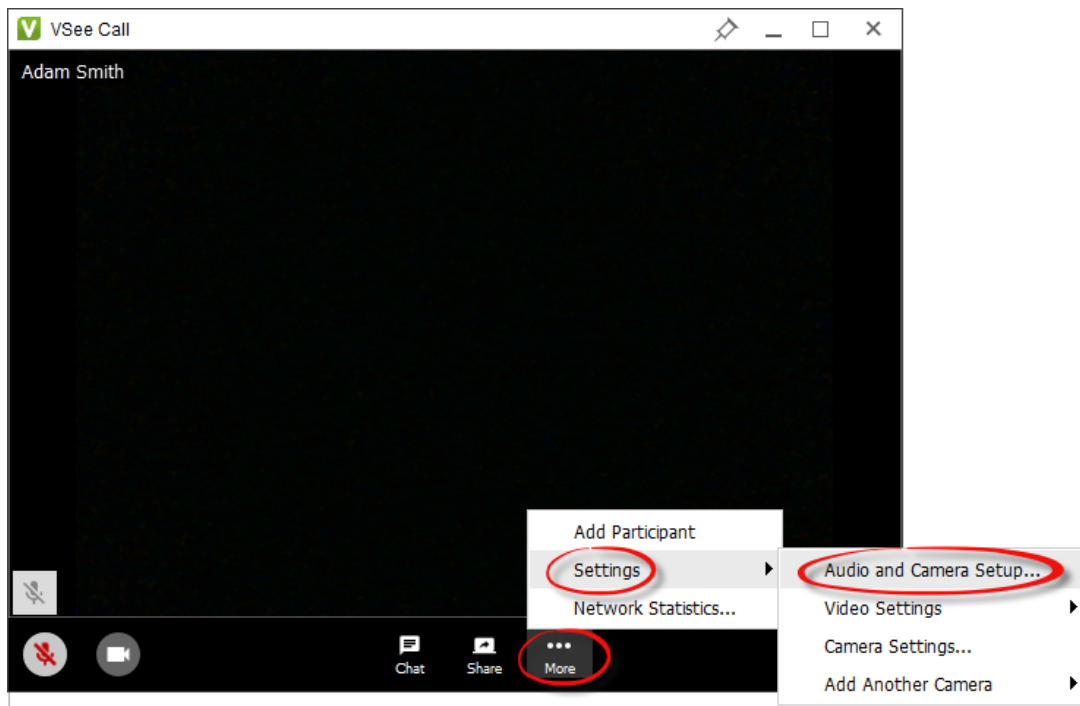
- Check that each of your microphone and speaker is not muted.
- Turn up other call participant's volume using the slider at the bottom of their video window. Get them to speak into their microphone.
- Make sure to quit other video conferencing software (e.g. Skype, Hangouts). Quit VSee and check if the camera light is still on. If still on, both camera and perhaps the speaker is already in use by other applications.
- Try to restart your device and advise the other participants to do so as well.

2. Run a guided audio/video check [here](#).

3. To manually check your audio settings, click on the **gear icon** then **Audio** tab. Select your best mic and speaker from the dropdown list.



4. If you are in a call, go to this same setting by clicking on **More > Settings > Audio and Camera Setup** on your video window.



5. The green wave form under **Microphone** must be moving. If not moving:

- Choose another microphone from the dropdown list.
- Search "Microphone privacy settings" on the Windows search bar. Make sure you have allowed other apps to access your microphone.

Microphone

Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.

On

6. Try to adjust the volume slider and click on the **play button** under **Speaker**.

7. If still no audio, we recommend updating your audio drivers through your computer's Device Manager or System Settings. Please contact us at help@vsee.com for assistance.

8. See other recommendations at the bottom of this article.

ECHO

1. Identify the person who is causing the echo.

- In a **one-to-one call**, if you are hearing an echo of your voice, it means that the other user's microphone is causing the echo.
- In a **group call**, if you are hearing an echo, check the video window of the call

participants who are not speaking but have a green audio wave that is moving. This means the microphone is picking up sound from that speaker and causing echo.

2. Try to use headphones. This completely eliminates the possibility of echo. Turning the speaker volume all the way up also causes clipping.
3. Mute the microphone if you are not talking.
4. Switch devices. If you are using the webcam mic, we suggest using the built-in mic and speaker. Sometimes when the microphone and speaker are two different devices - there's clock drift - which would cause echo.
5. Consider using speaker phones. We recommend the Jabra 410 Speakerphone or Jabra 510 for Bluetooth support.
6. Try switching between **AEC** (Audio Echo Cancellation) and **AECm**.
 - Windows: On the video window, click **Settings** (gear icon) > **Audio and Camera Setup** > **Advanced** link
 - Mac: **VSee** menu > **Audio and Camera Setup** > **Microphone** > **Advanced** link

RECOMMENDATIONS TO IMPROVE AUDIO QUALITY

- If you or another call participant are having audio issues, adjusting the video resolution may help. See <https://help.vsee.com/kb/articles/adjust-video-resolution-and-frame-rate>
- Consider upgrading your internet plan to a higher bandwidth.
- Use wired connection (LAN cable) instead of Wi-Fi.
- Move your device closer to the Wi-Fi hotspot or router.
- Consider upgrading your computer or mobile device especially if using older ones.
- Make sure you are not running other video conferencing software (e.g. Skype, Facetime).
- If in a group call, consider reducing the number of participants. Your network probably cannot handle too many call connections at a time.

Using Lenove ThinkPad? See

<https://help.vsee.com/kb/articles/mic-muted-by-default-on-lenovo-thinkpad>

We are here to assist! Please contact us at help@vsee.com if you continue to experience call quality issues.