

MeetingPlace Server Jackhammer Noise

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Introduction

This document explains how a "jackhammer" noise may manifest on a Cisco MeetingPlace server, and provides a procedure to solve the problem.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco MeetingPlace server software (all versions).

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Problem

The jackhammer noise may be the result of a noise feedback loop, which is caused by placing two speaker phones too close to one another. If two speaker phones are too close to one another and the volumes are high, an "air bridge" may form. Noise from one phone gets fed to the other through the air bridge, and then goes through the system and back to the original phone. This creates a feedback system in which the noise is amplified, which results in the jackhammer sound.

The feedback system can be broken if the signal is attenuated, such as by muting the speakerphone or the system.

Solution

To resolve the problem, follow these instructions:

1. Mute one of the speaker phones causing the feedback.
2. If possible, use only one speaker phone.
3. If there is more than one speakerphone, make sure they are not too close to one another, and make sure the volumes are not too high.

Related Information

- **Conferencing Software**
- **Voice Technologies**
- **Voice, Telephony and Messaging Devices**
- **Voice Software**
- **Recommended Reading: Troubleshooting Cisco IP Telephony**
- **Technical Support – Cisco Systems**

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