

# MeetingPlace Server Voice Quality Issues

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## Introduction

This document discusses common Cisco MeetingPlace voice quality (VQ) issues and provides steps to troubleshoot.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on MeetingPlace Server, 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

MeetingPlace Server users can occasionally experience VQ issues with respect to background noise, distortion, echoes, and excessive or insufficient volume level.

## Solution

This section provides solutions to common VQ issues with the MeetingPlace Server.

**Note:** If you encounter any VQ issues, press **# 61** as soon as you can in order to initiate a meeting recording. Ask the meeting organizer to start a recording if a participant is unable to perform the action. A recording is a very important diagnostic tool to troubleshoot a difficult VQ problem when the meeting is over.

## Noise

- As a participant, always use the mute option when you do not speak in order to reduce background noise in meetings. To mute or unmute, press **#5**. This option is especially important to remember in large meetings of more than six participants.
- If ambient noise originates from your speakerphone, locate the source of the noise. Examples of such noise are overhead projectors, computer fans, keyboards, the shuffle of papers, or the crinkle of paper. Move your phone away from the source.
- If you are on a mobile phone, always press **#5** for the mute option when you do not speak. Cell phones commonly introduce additional sources of noise.

## Distortion

- If you hear broken speech when the speaker speaks, have all parties who do not speak press **#5** to mute. The introduction of excessive ambient noise into the meeting can cause the broken speech.
- For other types of distortion, press **0** in order to contact the Help desk. Or contact Cisco Technical Support for assistance.

## Echo

- Have all parties use the mute option, except active speakers. Press **#5** to mute or unmute.
- If others hear an acoustic echo from your speakerphone in a large room, move closer to the phone. Have other participants that share your speakerphone move closer, too. Situate participants that use your speakerphone at approximately the same distance away from the phone.
- If you do not hear an echo but everyone else hears an echo, there is a good chance that you are the source of the echo. Press **#5** to mute your phone while other parties speak. This echo often occurs because of excessive delays and poor echo cancellation, particularly with international or satellite connections.
- If the echo persists, press **0** in order to contact the Help desk. Or contact Cisco Technical Support for assistance.

## Level

- If a party speaks at a very low level and you hear broken speech when the speaker speaks, have all parties who do not speak press **#5** to mute. The introduction of excessive ambient noise into the meeting can cause the broken speech.
  - If you use a headset and your speech volume level is low, the problem can be that the batteries in your headset amplifier are low. An increase in background noise can accompany this low speech volume. Replace the batteries.
  - If you use a headset or handset and your speech volume level is too high, the problem can be that the microphone is too close to your mouth. Sometimes, there is a voice distortion, too. Move the headset microphone boom or the handset microphone away from your face to achieve a comfortable volume level.
  - If the problem persists, press **0** in order to contact the Help desk. Or contact Cisco Technical Support to discuss possible corrective measures.
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## Related Information

- **Voice Technology Support**
  - **Voice and IP Communications Product Support**
  - **Recommended Reading: Troubleshooting Cisco IP Telephony**
  - **Technical Support – Cisco Systems**
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