

Experiencing Choppy Line when Using SPA400

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. What can I do if I'm experiencing choppy/one way audio when I call PSTN using the SPA400?

A.

Experiencing Choppy Line when Using SPA400

Step 1:

Access the SPA3102's web-based setup page. For instructions, click [here](#).

Step 2:

When the SPA3102's web-based setup page appears, click ***Voice***.

Step 3:

Under ***Preferred Coder***, select ***G.711U***.

Step 4:

Under ***Voice Coder***, set all VAD to ***ON***.

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Setup

Setup | **Administration** | Status | Event Logs

Basic Setup | SPA9000 Interface | **Voice** | Voicemail Server | Voicemail Users

Voice Coders

Preferred Coder

G.711U G.729

Voice Coders

	Packetization	VAD
G.711U	20ms	ON
G.711A	20ms	ON
G.729	30ms	ON

Step 5:

Click **Save Settings**.

Step 6:

Perform a power cycle.

Note: It will also be helpful if you set the SPA400 on the WAN side of the SPA9000 and make sure that Proxy Network Interface is set to WAN. This can be found under the SIP tab of the SPA9000.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)