Quick reference for troubleshooting voice quality issues with Avaya IP soft phones

Issue: Audio contains static
Possible Causes: Headset or soundcard, Radio interference
Solutions:
- Remove common interferences such as fans, fluorescent lighting, faulty PC power supplies, etc.
- Replace headset or soundcard with Avaya recommended hardware. See http://support.avaya.com

Issue: Audio is choppy, popping, or clicking
Possible Causes: Packet loss or late packet arrival, Poorly performing PC hardware
Solutions:
- Ensure the network is performing optimally. Increase network bandwidth to the PC or decrease network bandwidth usage.
- Ensure optimal PC performance by disabling unused hardware.
- Check the soundcard manufacturer’s support site for optimization tips and updated drivers.
- Ensure the soft phone Jitter Buffer setting is set to Automatic.

Issue: Caller is hearing your/their voice echo.
Possible Causes: Headset or soundcard, Improper adjustment of microphone input
Solutions:
- Adjust microphone input control.
- Activate the microphone Automatic Gain Control using the Audio Tuning Wizard.

Issue: Caller cannot hear the agent
Possible Causes: Headset is muted, Faulty headset or soundcard, Improper adjustment of microphone input.
Solutions:
- Verify that the headset is not muted.
- Turn up the microphone input level. This may require you to disable Automatic Gain Control using the Audio Tuning Wizard.
- If your soundcard has an option for a +20 db boost, make sure it is enabled.

Issue: Caller is too loud/too soft
Possible Causes: Improper volume control setting, master volume and/or wave volume is set too high/low.
Solutions:
- Check the Windows master volume and wave volume sound settings.
- Ensure no other applications are changing PC volume settings.

Issue: I have adjusted my volume control, but the caller is still too loud or too soft
Possible Causes: Poorly performing headset or soundcard.
Solutions:
- You can adjust the amplification of the call by adjusting the Receive Gain from the Audio Options menu. Please note that adjusting the gain distorts the original signal which may decrease the voice quality.
Issue: I have adjusted my microphone input control, but the caller still cannot hear me.

Possible Causes: Poorly performing headset or soundcard.

Solutions: • You can adjust the amplification of your transmission by adjusting the Transmit Gain from the Audio Options menu. Please note that adjusting the gain distorts the original signal which may decrease the voice quality.

Issue: I have adjusted my microphone input control, but the caller is still complaining that they are hearing an echo.

Possible Causes: Poorly performing headset or soundcard.

Solutions: • You can decrease the amplification of your transmission by adjusting the Transmit Gain from the Audio Options menu. Please note that adjusting the gain distorts the original signal which may decrease the voice quality.