

Simply, Conferencing

Improving Sound Quality

There are several reasons that you might experience problems with sound quality on a conference call.

First, it helps to understand a few things about conferencing equipment: CentraCall uses "full digital duplex" technology. This platform allows you the ability to speak simultaneously with another caller, without any clipping or degradation of the sound. This technology is specifically designed so that it does NOT filter out any of the sounds coming into the conference, to give you the clearest possible presentation. This means, however, that any static or disruptive noise that can be picked up through your phone line will affect the conference.

To avoid sound quality problems

- Always call in from a quiet location.
- Avoid if possible mobile or cordless phones. Whenever possible, use a phone unit that is hard-wired into the telephone lines. Mobile and cordless phones tend to pick up static as the signal travels through the air to reach the tower or base unit that actually connects to the phone lines in the ground.
- Avoid speakerphones. Speakerphones will pick up any noise in the room, from the rustling of papers to background conversations. And many speakerphones do not utilize "full digital duplex" technology, and callers will experience "clipping" if they are making any noise while trying to listen to another speaker.
- CentraCall does not recommend making conference calls from cars, however if you must call from your car, you must follow the relevant legislation in your country regarding calling from a car. This may involve pulling over, turning off the engine and staying in a place where your signal is strong.

If you find you are having a sound quality issue

- Hang up and dial back in to the conference. At times these problems clear themselves up when the bad connection is terminated, and a new one established.
- Try using the "Mute" button on your phone. If the equipment is causing the problem, this may help. Only "Un-mute" when you need to speak.
- Failing that, call the operator using *0 or 00 to help them with your issue, and to see if CentraCall can help.