

# SOUND LIKE A PRO: FIXES FOR CONFERENCE CALL PROBLEMS

**5 EASY FIXES FOR COMMON AUDIO PROBLEMS THAT  
DISRUPT ONLINE CONFERENCE CALLS**

Running a smooth conference call is vital to the modern business. They facilitate easy collaboration among co-workers and can establish your tech savvy and overall proficiency with a client. That's why it's important to avoid common conference-call audio problems that slow your productivity and tarnish your reputation. Here are fixes for five of the most common online conference-call disruptions so your calls proceed seamlessly and productively.

## 1. Audio delay

An audio delay typically manifests as a gap of a few seconds between a person speaking and the rest of the participants hearing what was said.

Some providers intentionally include audio delay in their systems to prevent other audio problems like feedback. Then there are those providers who struggle to support large numbers of call participants. Regardless, these delays risk leaving callers with a negative impression of the meeting experience.

**Fix:** Since it could be a sign of a poor service provider, you may need to locate a quality conference call service provider with advanced technology. For example, OpenVoice Integrated provides audio support for GoToMeeting's conference call services, including toll-free calls. The crystal-clear sound and reliable connection work together to deliver an outstanding audio experience.



The average conference call is 38 minutes long. On average, we waste 15 minutes dealing with challenges like conferencing technology.<sup>1</sup>

## 2. Echoes

Audio echoes are a common conference call disruption. They make it difficult, if not impossible, to hear what someone is saying. Echoes typically occur when two or more people in the same room call into the same conference. The software involved usually can't cancel out the echoing sound from one phone's speaker to another phone's receiver.

**Fix:** Avoid having call participants dial into a conference call from the same room. If one location is necessary for logistics, use a single device with speakerphone capability to connect to the conference call.

### 3. Feedback

If you hear any clicking, crackling or high-pitched sounds on a call – that’s feedback. It occurs when participants’ mobile devices interfere with the call. If you’ve ever placed your device too close to an in-use microphone, chances are you’ve encountered feedback.

**Fix:** Where possible, use a landline and a headset. This hardware combination provides optimal audio by removing background noise. Prior to a call, make sure you test the headset to ensure the microphone and earpiece are in the best position for speaking and listening. This reduces the likelihood of feedback.



75% of conference-call participants still use landlines for conference calls.<sup>2</sup>

### 4. Connection issues

Without a solid internet connection, an online conference call is over before it can even start. But what’s worse is connecting to the conference only to lose the connection in the middle of the call. When a call disconnects repeatedly, it can torpedo the entire meeting. Such delays force the meeting to run long and often limits how much of the agenda you can address.

**Fix:** Test your Wi-Fi connection and internet speed prior to your call. When a variety of devices compete for Wi-Fi bandwidth, it can lead to an inconsistent connection. Testing your connection allows you to identify existing issues so you aren’t panicked by problems when the call begins.



52% of workers reported that conference-technology distractions negatively impacted their productivity, enthusiasm, and concentration.<sup>1</sup>

### 5. Hollow sound

When the speaker on your conference call sounds like he or she is in a tunnel, that’s hollow sound. It happens when your audio-conferencing software fails to effectively process the sound coming from multiple microphones. This is audio bottleneck happens when several people speak at once, causing the sound to become distorted.

**Fix:** Hollow sounds are another sign that your conference-call provider isn’t offering the best audio software. Before settling on a provider, leverage trial offers to give yourself a chance to test a few providers’ audio capability. Test the service with different headsets and devices to ensure that the provider has consistently addressed technical issues across multiple hardware models.

#### Stay connected with OpenVoice

Audio quality is crucial to the success of any phone or web conference. When the sound is anything less than top-notch, we notice immediately.

Unfortunately, despite your best efforts, there’s little you can do on your end to improve call experiences when your provider isn’t delivering best-in-class audio technology. That’s why OpenVoice Integrated is so popular among GoToMeeting customers. OpenVoice Integrated blends seamlessly with the built-in VoIP and toll-based audio options available with GoToMeeting, GoToWebinar and GoToTraining, delivering simple, clear and stable conference-call connections. Contact us today to discover why we’re the online conferencing solution for customers who want a reliable meeting experience every time.

Get in touch today!



GoToMeeting is among a broad portfolio of LogMeIn’s Communications and Collaboration products that enable more than 25 million users worldwide to strengthen their relationships and drive better outcomes.