Troubleshooting Audio Issues

This guide provides step-by-step instructions to overcome the most common audio problems that can occur during a videoconference. We're here to help make sure your videoconferencing experience is a good one!

If you have a problem that does not match any of the conditions described below, or you have attempted the corrective action and the problem persists, please contact Ontario Health (OTN) Technical Support.

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For further assistance and technical support, contact Ontario Health (OTN) Technical Support

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Ontario Health
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① Others Can't Hear You

The Short Answer: There might be a problem with your microphone or the other caller's speakers.

If there are multiple people on the call and none of them can hear you, then it is a problem with your microphone.

1. If you are using an external microphone, check its physical setup and ensure that:

    • It is properly plugged into the correct socket on your computer.

    • It is switched on.

2. Check that your computer's sound setting is not muted or turned to a low setting.

3. Check the eVisit (Videoconference) 🎤 **Microphone** controls. Ensure the microphone is on and not muted 🎤 .

4. Check that eVisit (Videoconference) is using the correct microphone:

    i.   To view additional controls, click the ⋯ **More** button.

    ii. To view device settings panel, click the ⚙ **Settings** button.

         The Settings panel appears listing all available devices. The microphone currently in use is highlighted.

5. If the microphone is properly connected and configured but others still can't hear sound from your video broadcast, you might need to update your microphone driver. Check the manufacturer's website for the latest drivers.

If there is only one person that cannot hear you, then it could be a problem with their speakers.

Ask them to check their speakers by following the instructions in the next section,

Figure 1: Microphone button in video window

Figure 2: More controls

Figure 3: Settings panel

2 You Can't Hear Others

The Short Answer: There might be a problem with your speakers or the other caller's microphone.

If there are multiple people on the call and you are the only one who can't hear, then it is a problem with your speakers.

1. If you are using external speakers, check the physical setup and ensure that:
   - They are properly plugged into the correct socket on your computer.
   - They are switched on.

2. Check that your computer's main audio settings are not muted or turned to a low setting.

3. Check the eVisit (Videoconference) 🔊 **Speaker** controls. Ensure the speaker is on and not muted 🔇.

4. Check that eVisit (Videoconference) is using the correct speaker:
   i. To view additional controls, click the ⋯ **More** button.
   ii. To view device settings panel, click the ⚙ **Settings** button.

   The Settings panel appears listing all available devices. The speaker currently in use appears highlighted.

5. If the speakers are properly connected and configured but you still can't hear others, you might need to update your speaker driver. Check the manufacturer's website for the latest drivers.

If there is only one person that you cannot hear, then it could be a problem with their microphone.

Ask them to check their microphone by following the instructions in the previous section of this guide, Others Can't Hear You on page 2.
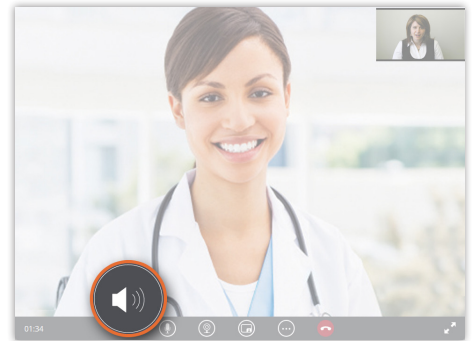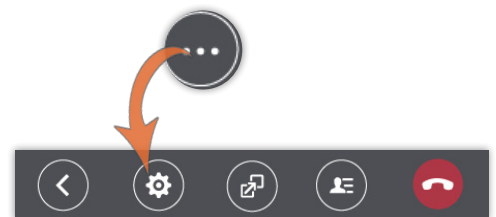

Figure 4: Speaker button in video window

Figure 5: More controls

Figure 6: Settings panel

3 When sharing content from a PC or Mac, people see the content but don't hear the sound

The Short Answer: To allow other people to hear the sound in a shared tab or screen, you need to turn on the on "share audio" option. And use a supported browser.

After selecting the "*Share*" button, in the "*Choose what to share*" pop-up:
- If you are sharing a browser tab, click the **Also share tab audio** option.
- If you are sharing an entire screen, click the **Also share system audio** option.

Supported browsers are Chrome or Edge.
- Firefox does not support sharing sound in shared content.
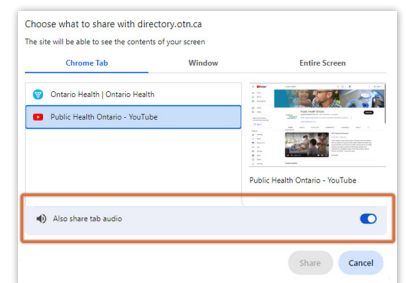- Safari does not support screen sharing.

Figure 7: Share content pop-up

4   You Hear an Echo or Audio Feedback

The Short Answer: Echoing or audio feedback is usually caused when the sound from a caller's speaker is 'looping' back into their microphone.

- If an echo happens during a videoconference, stop and ask who hears it.
  The participant who does not hear the echo is the source.
- If you hear your own voice echoing, the problem is on the other person's side.
- If the other person hears their voice echoing, the problem is on your side.

1. Verify that everyone on the call is using a USB-based audio device which has either:
   - Built in echo-cancellation;
     or
   - Physically separate microphone and speaker (*e.g.*, USB headset with microphone).

2. To test whether or not you are using a particular microphone:
   i. First activate the mute control on the device itself.
   ii. Then ask other participants if they can still hear you.
   iii. If they can still hear you, the software is using a different microphone.

3. Ensure everyone is using a 'recommended' speaker and microphone. See [Recommended Peripherals](#) 📄.

4. Ensure everyone has enabled the echo cancellation feature.

5. To identify which participant is causing the echo:
   i. Ask all participants to mute their own microphone.
   ii. Have each user un-mute their microphone one at a time until you find who is causing the echo.

6. If the caller causing the echo does not have the recommended equipment, ask them to try:
   - Moving their microphone as far away as possible from their speakers.
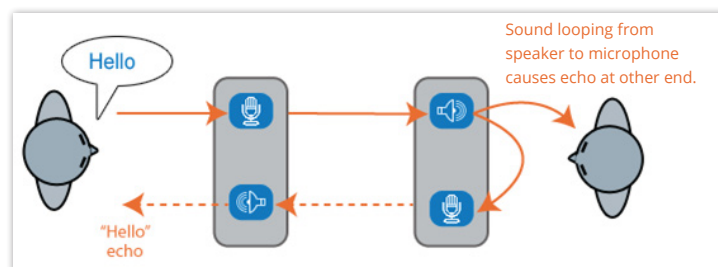   - Lowering their speaker volume.

Figure 8: If you hear the echo, you're not the source of the problem

5 Poor Quality Sound

The Short Answer: There are a number of factors that can affect the sound quality in a videoconference. Review the lists below to understand some of the more common factors.

Symptom	Suggested Solution
You hear background noise.	• Ask the person to move to a quieter location. • Ask the person to move closer to their microphone when they speak, and to mute when they are not speaking. • Use OTN recommended headsets, speakerphones, and webcams (see Recommended Peripherals) Built-in equipment is more likely to pick up background noise.
You hear the sound at a very low volume.	• Use your computer's Audio Controls to increase your computer's speaker volume. • If it is a specific participant you can't hear well, ask them to use their computer's Sound > Recording controls to increase the volume of their microphone.

There are dropped or cut-off words.	• Your CPU may be intermittently working on other tasks.
	   • To free-up your CPU, close all applications except those necessary for your videoconference. (For example, shut down Outlook which can use a lot of bandwidth if it is downloading large attachments.)
	
	• Your internet connection may be poor or highly variable.
	   • If you share a connection with others, another application or another computer streaming video or file downloading might be consuming bandwidth.
	   • If you are connected via a wireless connection, you can improve the quality in most cases by using a wired connection.
	
	• Check your internet connection's bandwidth.
	If the videoconference is trying to use more bandwidth than your connection allows, there might be sound issues.
	
	• If you are **using a mobile device** (e.g., iPhone or Android), check that it is not using "low power mode" (also known as battery saver mode or power saving mode).
	   • For best performance during a videoconference, turn OFF low power mode - **before starting the call**.
	   • Some mobile devices have this option automatically on by default. When turned on, battery saver mode can slow the device and affect some apps.
	   • See Apple Support or Android Support for instructions about low power mode.

Checking Your Internet Connection (Bandwidth)

> ⚠ **Setting a maximum bandwidth affects *future* calls.**
> **To check your call quality before starting a videoconference, do a "mirror test".**
> **For instructions, see** Performing a Mirror Test 🖾.

Bandwidth is a measure of the quality and strength of your internet connection, which can affect the sound you hear.

For example, if the videoconference is trying to use more bandwidth than your connection allows, it can cause the sound to be choppy or to fade out.

A 📶 **Call Quality** indicator/button appears in the lower-right corner of the video panel. If this indicator shows 📶 **Terrible** or 📶 **Poor**, you have a poor internet connection

When your network is causing poor video quality, you can lower the bandwidth. This can improve the quality *of future calls*.

Within the video window, the **Device Settings** panel contains information and a link to adjust the OTNhub Videoconference bandwidth setting.

1. While in a videoconference, to view additional controls, click the ⋯ **More** button in the bottom tool bar.

2. To view the Device Settings panel, click the grey ⚙ **Settings** button.

   The **Device Settings** panel appears on the left of the video window.

3. To see your **current bandwidth setting**, check the value displayed immediately under the Bandwidth title.

4. To open your OTNhub Videoconference settings, click the **bandwidth link**.

   A new browser tab opens showing the OTNhub Videoconference settings with the default bandwidth value "High 1264 kbps".

5. To lower the maximum bandwidth used by OTNhub Videoconference for future calls, click the **Bandwidth** field drop-down arrow and select a value less than your current bandwidth and then click **Submit**.

   OTNhub changes its maximum bandwidth usage to match your selected level and a success message appears.

   • The next time you participate in a videoconference, the new settings will take effect.

   • To apply the changes to your current call, disconnect and then reconnect.

   If there is a problem, an error message appears and the bandwidth is not changed.
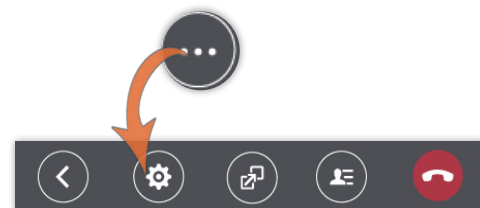
Figure 9: More button in video window

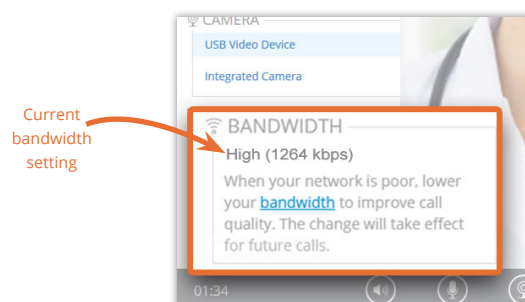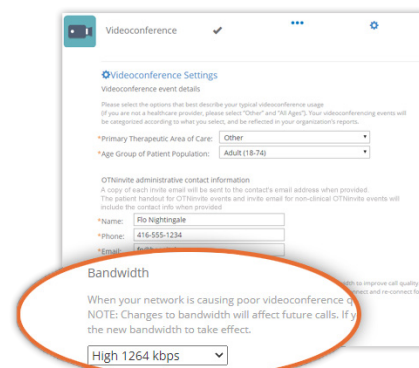**Figure 10:** Device settings & call quality

Figure 11: Bandwidth information

Figure 12: Bandwidth settings