



## How To Correct Feedback on a Conference Call

*If you are currently experiencing feedback on your conference call and need us to help, please call at **800.989.9239***

One of the calls we get often is about feedback on conference calls. It's a big problem, aside from being annoying and loud, because it disrupts the business you're trying to conduct. What a lot of people don't know is that feedback can usually be solved quickly and easily, without having to make a second call for assistance. Here are some ways to troubleshoot feedback on your conference line.

1. If your phone is currently set on speaker or headset (including a hands-free cell device) try switching to the regular hand held mode and see if the feedback goes away.
2. When on a speaker phone, you can adjust the volume of the phone to cut back on echos and feedback, especially when you're in a smaller room. Think about the noise that is made when a microphone gets too close to a speaker at a concert; it's the same thing with a speaker phone. The microphone is right by the speakers on a conference phone (like a PolyCom). In a smaller room, your voice will be more likely to bounce off the walls and back into the microphone.
3. If that still doesn't work, try muting your phone line by pressing \*6 on your keypad.
4. Digital feedback can also occur on a conference call. The noise is best described as a burst of sound into the conference call that sounds like nails tapping on glass and is created when a cell phone is receiving data. This kind of feedback is caused when the phone is too close to the speaker phone. You can combat this by turning off your phone or keeping it in your pocket and away from the speaker phone.
5. Have only one phone in a room dial into the conference call. There is a delay with the travel of information on digital lines, so the risk of an echo increases when you have multiple lines in the same room dialed in.

## Why Does My Speaker Phone Cut Out?

There are two kinds of speaker phones: **half-duplex** and **full-duplex**. A half-duplex device cannot receive and transmit audio at the sametime. When background noise exceeds a certain threshold, the speaker phone interprets that sound as talking and transmits the signal. This causes the incoming signal to be temporarily blocked and causes your conference call to cut in and out.