

CODESPEAR®

HELP CENTRAL

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Knowledge Base Article

Audio Problems

SYMPTOMS

See scenarios below.

CAUSES

- Using Audio and Video streaming together can sometimes cause problems
- Low bandwidth
- Connecting through a VPN network.

APPLIES TO

- Client Chat
- Dispatch Console Talk Groups or Standby Channels

Scenario/Solution

Scenario	Solution
Audio Stuttering – Bandwidth problems	Review the sending Internet connection to the server first. Check to see if it is a good connection (stable, fast, none or low number of lost packets). Then, review the receiving Internet connection to the server second. If either connection is bad, it can cause stuttering.
Cannot hear radio audio in the chat session or talk group when it is communicating with a cell phone. This happens because a cell phone is a full-duplex device (can transmit and listen simultaneously), while a radio is a half-duplex device (can do only one at a time). Therefore, if a cell phone is transmitting to a radio, the radio may be 'stuck' in listening mode.	<ol style="list-style-type: none">1. Ensure the cell phone is not using speakerphone.2. Mute the cell phone

Background noise is being picked up.	Lower the VOX level. Do this by clicking on the Volume button in the chat session and moving the VOX level bar.
Audio is not being picked up by my voice	Raise the VOX level. Do this by clicking on the Volume button in the chat session and moving the VOX level bar.
Configuring VOX and Volume doesn't seem to fix the audio and I have 2 microphones on my computer.	Disable one of the microphones in Windows or unplug it completely from the computer. See instructions below.

The following instructions describe how to resolve the issue of having two microphones on the computer:

1. Go to the Windows Control Panel > Sounds and Multimedia > Hardware Tab.
2. Select the microphone device to be disabled, and click on **Properties**.
Note: In some cases, the microphone device is built into a USB Camera device.
3. Then, in the Device Usage dropdown menu, select **Do not use this device (disable)**.


More Information

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You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.