

# Audio Support

## Frequently asked questions about audio transfer

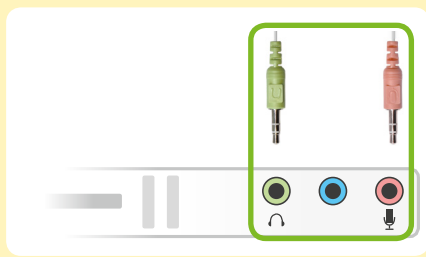
**i Important hint!** First of all, please check that your microphone is turned on and activated in the meeting room. After any changes concerning hardware and operating system are made please restart the meeting room.

Only moderators (★) and speakers (🔊) will be able to transmit audio during the meeting. Participants (👤) are only allowed to listen. You need a capable device to be plugged in and be integrated in the system. Please take note of the following hints:

**Why are other participants unable to hear my voice?**

→ Check the operational capability of your device and that it is connected to your computer.

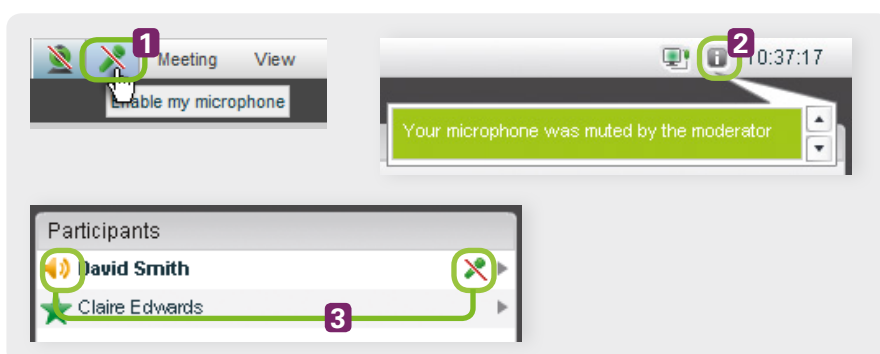
**Please check** that the microphone and the speaker of your device have been connected to the correct port of your computer.



**i Hint**

→ In the online meeting make sure that your device has been activated with the microphone button **[1]**.

→ It is possible that the moderator of the meeting muted you and / or all participants. In this case your icon is coloured "yellow" in the participant list **[2]**. Also you will have received a hint that you can see by clicking on the information icon in the symbol bar **[3]**.

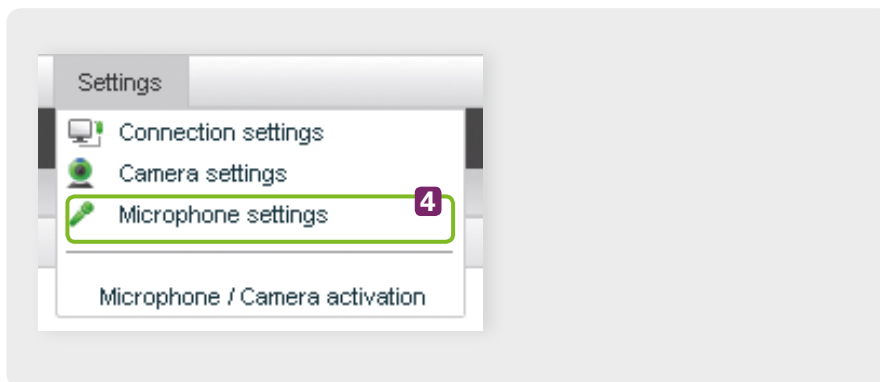


**[1] Enable your microphone**

**[2] Information icon**

**[3] Participant muted**

- Make sure that your microphone is enabled in your computer's system settings and adjust your audio-input if applicable.
- Check the microphone settings in your online meeting and make sure, that the correct device is selected. See "Microphone settings" in the menu [4].



[4] Microphone settings

Camera and, if necessary, also microphone can be automatically switched to inactive in case of a bad internet connection.

Spread ensures that you can continue to attend the meeting as a passive participant, without being completely cut off. The buttons also serve as indication of possible inactivity of your component devices. Use the connection check if required (<https://eu42.spread.com/connectioncheck>).



To ensure a working audio output, please note of the following hints:

- Check the operational capability of your device (headset, speaker, professional conference microphone) and its connection to your computer.
- Make sure that your microphone is enabled in your computer's system settings.
- Adjust your audio-output to a capable level.

**Why can participants in the meeting talk to each other but I am unable to hear them?**

Echoes occur if your voice is feeding back. This happens when a participant uses a loudspeaker and the microphone picks up the audio signal without software for suppressing the echo.

Follow these suggestions to solve the problem:

- Make sure that you and your participants use a headset or at least an earpiece instead of loudspeakers.
- Request that participants, whose computer is causing the echo, join the meeting telephonically.
- Use professional conference hardware that supports automatic echo suppression. (See "[Recommended hardware](#)")

By muting one participant after the other you can identify the participant causing the echo.

**Why am I hearing an echo of my voice or of a participant?**



**Tip**

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In many firewall configurations, communication between the workplace and the Spread conference server is conducted via an "HTTP proxy". Depending on the bandwidth and the speed of the proxy server, audio and video can be delayed.

Speak to your systems administrator if the delay („Latency“) amounts to more than 200 milli-seconds (0.2 seconds). By activation of the 1935 TCP port for outgoing connections (from Intranet to the Internet), Spread can exchange data substantially faster.

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There are different reasons for problematic voice quality:

- Make sure there is a minimum of 3 centimeters distance between your mouth and your microphone.
- Adjust the microphone's input inside the online meeting interface (see "Microphone settings" inside the menu point "Settings")
- Adjust the microphone's input in your system's settings. To avoid a blasting voice do not set your level over 2/3 of the system's maximum. Adjust the level according to your needs.

**My voice quality is bad/ is blasting/is too loud or too quiet**

If your sound card does uses a line-in/Mic-in combination you can activate a “booster” in your microphone’s advanced settings (Windows only).

If activated, your voice will be played back louder. On the other hand, do not use the “booster” when your voice is too loud or blasting.



*Tip*

Good hardware is essential for professional online meetings with excellent voice quality. Which hardware is right for your depends on the usage.

Use a headset if you participate with your own PC or Mac, especially to avoid an echo (see “[Why am I hearing an echo of my voice, or of a participant, in the meeting?](#)”).

Participating while in a conference room with other people requires professional conference hardware.

Take a look at the following overview to see our recommended hardware.

## Recommended Conference systems and microphones

Spread USB Conference Speaker Microphone

(Further information [www.spread.com/prices/conference-speaker](http://www.spread.com/prices/conference-speaker))

YAMAHA PJP-25

(Weitere Informationen unter [www.spread.com/prices/projectphones](http://www.spread.com/prices/projectphones))

YAMAHA PJP-50 USB

(Weitere Informationen unter [www.spread.com/prices/projectphones](http://www.spread.com/prices/projectphones))

## Recommended Webcams

Logitech QuickCam® Pro 9000

Logitech QuickCam® Pro 9000 (for Notebooks)

If you have any further questions please contact our Customer support.  
We are looking forward to hearing from you.



### Spreed Germany

Phone: +49-711 - 25 24 28 66

Email: [info@spreed.com](mailto:info@spreed.com)

Web: [www.spreed.com](http://www.spreed.com)

### Spreed United States

Phone: +1-800- 96 98 776  
(Toll-free USA)

Email: [value@spreed.com](mailto:value@spreed.com)

Web: [www.spreed.com](http://www.spreed.com)



Brian Krause,  
Customer Care

## Further questions?

Click here. We call you in a few seconds at our cost - worldwide.  
Please keep your phone ready!

[Call now](#)