NocTel

Call Quality Troubleshooting Guide

For phone users

How to use this guide

Find the problem you're having in the list below and click it to jump to the steps. Work through the steps in order. They're quick, and many problems are solved in the first step or two.

Have an IT team or IT provider? The NocTel IT Guide covers the network and firewall side. Feel free to share it with them.

Find your problem

Can't Hear or Be Heard

- You can't hear the other person
- The other person can't hear you
- Nobody can hear anything

Sound Quality

- Choppy or robotic audio
- Static, crackling, or buzzing
- You hear an echo of your own voice
- The other person hears echo or noise
- Delay between speaking and hearing

Calls and Phones

- Calls drop unexpectedly
- Calls go straight to voicemail
- Calls ring the wrong phone
- Phone is offline or won't connect
- Menus don't respond to keypresses

NocTel Support: 503.764.4300 | 888.400.4521 (toll-free) | support@noctel.com
Monday to Friday, 6 am to 6 pm Pacific

CAN'T HEAR OR BE HEARD

You can't hear the other person

You can't hear them, but they can hear you.

Step		Back to top
1	Make sure the volume is turned up on your handset, headset, or speaker.	
2	If you're using a headset or speakerphone, pick up the handset and see if you can hear.	
3	Try the call from a different phone. If that one works, the problem is likely with the first phone.	
4	Notice whether it happens on every call or only with certain numbers. If it's only certain numbers, the problem may be on their end, and that's helpful for us to know.	

Still happening? Contact NocTel Support. If you have an IT team or IT provider, you can also share the NocTel IT Guide with them.

The other person can't hear you

They can't hear you, but you can hear them.

Step		Back to top
1	Make sure your phone or headset isn't muted. Look for a lit mute button or a mute switch on the headset cord.	
2	If you're using a headset, unplug it and try the handset instead.	
3	Try the call from a different phone. If that one works, the problem is likely with the first phone.	
4	Notice whether it happens on every call or only with certain numbers. If it's only certain numbers, the problem may be on their end, and that's helpful for us to know.	

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CAN'T HEAR OR BE HEARD (CONTINUED)

Nobody can hear anything

The call connects, but neither of you can hear the other.

Step		Back to top
1	If you're using a headset or other audio device, make sure it's plugged in all the way. Try the handset instead.	
2	Try calling a coworker's extension, then an outside number. Note whether the problem happens on every call or only some.	
3	Ask a coworker whether their phone is having the same problem.	

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SOUND QUALITY

Choppy or robotic audio

Voices cut in and out, skip words, or sound robotic.

Step		Back to top
1	If you're using a computer or mobile app on Wi-Fi, or you're connected to a VPN, try a wired connection or turn off the VPN and test again.	
2	Check whether the internet seems slow on other devices too, especially during large downloads, uploads, or video calls.	
3	If you're on a computer, pause or close anything using a lot of internet, such as cloud backups, streaming, or large file transfers.	
4	Notice whether it happens on every call or only with certain numbers. If it's only certain numbers, the problem may be on their end, and that's helpful for us to know.	

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Static, crackling, or buzzing

You hear hissing, crackling, or buzzing on the line.

Step		Back to top
1	If you're using a headset, try a different one or switch to the handset.	
2	Check the handset cord and headset cable for damage, and make sure each end is plugged in firmly.	
3	Make sure the network cable on the back of the phone is snug. If you have a spare cable, try swapping it.	
4	Notice whether it happens on every call or only with certain numbers. If it's only certain numbers, the problem may be on their end, and that's helpful for us to know.	

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You hear an echo of your own voice

Your voice repeats back to you a moment after you speak.

Step		Back to top
1	Good to know: when you hear your own voice echoed, the cause is almost always on the other person's end, such as their speakerphone being turned up.	
2	Notice whether it happens on every call or only with certain people. If it's only certain callers, the echo is coming from their side.	
3	If it happens on every call, try the handset instead of speakerphone or headset, and try a different phone.	

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SOUND QUALITY (CONTINUED)

The other person hears echo or noise

Callers say they hear an echo or background noise from your side.

Step		Back to top
1	Turn down your speakerphone volume. Loud speakers can feed back into the microphone.	
2	Move the phone away from other speakers, computers, or noisy equipment.	
3	Use the handset or a headset instead of speakerphone and see if the problem goes away.	
4	Try a different phone or headset to see whether the problem follows the device.	

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Delay between speaking and hearing

There's a noticeable pause, so you end up talking over each other.

Step		Back to top
1	If you're using a computer or mobile app on Wi-Fi, or you're connected to a VPN, try a wired connection or turn off the VPN and test again.	
2	Check whether others in your office are doing something internet-heavy, like large downloads or video calls.	
3	Notice whether it happens on every call or only with certain numbers. If it's only certain numbers, the problem may be on their end, and that's helpful for us to know.	

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CALLS AND PHONES

Calls drop unexpectedly

Calls disconnect on their own partway through.

Step		Back to top
1	Notice how long into the call it drops, and whether it's about the same time every call. This is one of the most helpful details you can give us.	
2	Check whether your internet went down on other devices at the same moment.	
3	If you're using a computer or mobile app on Wi-Fi, or you're connected to a VPN, try a wired connection or turn off the VPN and test again.	

Still happening? Contact NocTel Support. If you have an IT team or IT provider, you can also share the NocTel IT Guide with them.

Calls go straight to voicemail

Callers reach voicemail without your phone ringing.

Step	
1	Check whether Do Not Disturb (DND) is turned on. It's usually a button or a message on the phone's screen.
2	Make sure the phone is powered on and shows your name or extension. If the screen shows an error or says it's offline, see "Phone is offline or won't connect."
3	Check whether call forwarding is turned on for your extension.
4	If your phone rings but calls go to voicemail too quickly, contact NocTel and we'll adjust the ring time.

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Calls ring the wrong phone

Calls ring a different phone or extension than they should.

Step	
1	Check that your phone's screen shows the correct name and extension.
2	Check whether call forwarding or a find-me/follow-me rule is set up on your extension.
3	Write down the number that was called, the time, and which phone rang, then contact NocTel so we can check the call routing.

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Phone is offline or won't connect

The phone shows an error, says it's offline, or has no dial tone.

Step		Back to top
1	Restart the phone: unplug the power cord (or the network cable, if there's no power cord) for 30 seconds, then plug it back in. Give it a couple of minutes to start up.
2	Make sure the network cable is firmly connected at both ends: the back of the phone and the wall jack.
3	Check whether your computer or other devices can get on the internet right now.
4	Ask whether coworkers' phones are offline too. If several phones are down at once, it's likely a network issue.

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Menus don't respond to keypresses

Automated phone menus don't react when you press numbers.

Step		Back to top
1	Press each key firmly and hold it for about half a second.
2	Try from a different phone to see whether the problem follows the device.
3	Write down the number you called and the time, then contact NocTel so we can review the call.

Still happening? Contact NocTel Support. If you have an IT team or IT provider, you can also share the NocTel IT Guide with them.

Help Us Solve It Faster

We're always happy to help. Any of these details you can note before reaching out will help us pinpoint the problem and get you back to clear calls sooner.

- ☐ Date and time of the call (as close as you can)
- ☐ The number that called and the number that was dialed
- ☐ Whether it was an incoming or outgoing call
- ☐ Which phone or extension had the problem
- ☐ Who couldn't hear, or who heard the problem: you, the other person, or both
- ☐ Whether it happens on every call or just some
- ☐ Which steps in this guide you've already tried

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