Call Quality Troubleshooting Guid

Problem

Use the following guides to help you or your IT team troubleshoot common call quality issues. The guide covers the following call quality areas:

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

Solution

For Phone Users:



For IT teams and network administrators:



Related articles

- Call Quality Troubleshooting Guid
- Basic Phone Troubleshooting Guide
- Routing Numbers
- Time of Day Routing and Schedules