

Conference calls are invaluable for bringing teams together to problem solve, get work done, share important updates, and more. But, when your team can't hear half of what is being said, they can become frustrated and disengaged. User-related issues, environment, and call connection are three main reasons for poor audio quality. Here are five simple ways to avoid these common problems and make sure your next conference call is crystal clear.

# 5 SIMPLE WAYS TO IMPROVE CONFERENCE CALL QUALITY

## 1. OPTIMIZE YOUR SYSTEM

The most significant drivers of conference call quality are reliability and ease-of-use. If a service is too complex, human error can lead to problems. Here's how to reduce user issues:

- Select an intuitive and easy-to-use conference calling platform
- Choose a system that allows for integrated HD audio for online calls
- Request a demo to ensure everyone is comfortable with basic system functions
- Have an onboarding training session or practice call run-through



## 2. PICK CONFERENCE ROOMS WISELY

A poorly designed meeting room can increase the background noise on your call, tanking the audio quality.

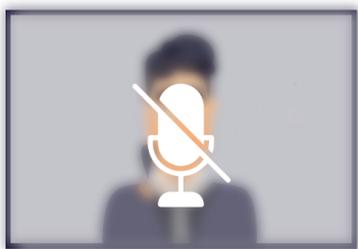
- Check out the meeting rooms in your building and learn which ones are best-suited for conference calling
- Book your meetings in advance to secure the best room for your call
- Look for a meeting room that has thick enough walls that you cannot hear noise from adjoining rooms
- Choose a room that doesn't have a noisy HVAC or fan system that cannot be shut off
- Select a room that's the appropriate size for your conference call - too large of a room will create echoes



## 3. USE A HEADSET

Whether you're calling in from a landline, cell phone, or computer, using a headset will make the audio and your voice sound more clear. Look for a headset with the following features:

- A flexible, built-in microphone
- Wireless functionality that can connect to any device
- Noise cancellation capability
- Lightweight and comfortable fit



## 4. USE THE MUTE FUNCTION

The mute function is an ideal way to ensure that no one unintentionally interrupts or talks over one another. It can also limit the background noise on the call.

- Before the call, plan whether the host will have control over the mute function or if individuals can mute and unmute themselves
- Allowing individuals to unmute themselves works best for collaborative sessions
- Host-controlled muting works best for lecture-style calls, larger conferences, and formal meetings
- Host-controlled muting reduces the likelihood of a participant speaking when they are on mute
- Host-controlled muting allows for easy tracking of what is spoken by whom

## 5. MONITOR BANDWIDTH

If participants hear what sounds like garbled voices or a delay in audio, it is likely due to bandwidth issues, and not the conferencing service itself.

- A broadband connection is ideal
- If even one participant on the call has a poor VoIP or cellular connection, it can cause audio quality issues for everyone
- Participants can also proactively avoid bandwidth issues by checking their internet speed before joining a call

