

## **VIA3 Guides**

### **The Audio Adjustment Wizard and Echo in VIA3**

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Rev A

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## **VIA3 and Echo in Meetings:**

Echo in a VIA3 meeting is a good indication that someone in the meeting with an external microphone has the microphone volume set too loud. What is happening is that the microphone is picking up the audio coming out of the speakers and re-transmitting it back to everyone in the meeting. The result is others in the meeting hear themselves twice. To determine who is causing the echo, start turning off the audio of the people in the meeting one by one; when the echo disappears, you've discovered the cause.

## **VIA3 & Headsets & Testing for Echo:**

While it is possible to create echo in a VIA3 meeting using a headset, this is unusual. And this is why our Client Services technicians all wear headsets: If echo exists in a VIA3 meeting, those wearing a headset will be the first to notice it. It's not possible for you to know whether—or not—you have echo in a VIA3 meeting unless you invite another person into the meeting so that he/she can listen for it. Correcting echo may be simply a matter of re-running the Audio Adjustment Wizard; however, it may also involve some advanced adjustments to the audio equipment on your computer. If you wish to test your audio in a VIA3 meeting, I strongly recommend you contact a Client Services technician for testing. These technicians are also experts at determining who in a VIA3 meeting is the one with echo so that this echo can be fixed.

## **Causes of Echo:**

Echo in a VIA3 meeting can be caused by:

- An external microphone that has its volume set too high (Re-run the Audio Adjustment Wizard).
- An external microphone in a web camera, especially when used with a laptop. This is the toughest setup to try and stop echo from occurring because the microphone in the camera is not the best, and the position of the camera usually places the microphone quite close to the speakers on the laptop. In this set of circumstances, it's almost easier to pick up an external microphone than it is to try and correct echo in a VIA3 meeting.
- An external microphone too close to the external speakers on your computer. Your microphone should be, at least, eight to twelve inches from your speakers. You might also try turning your speakers so that they do not directly point at your microphone.
  - While you may be able to re-position external speakers on a Desktop computer, the speakers on a laptop are usually not capable of being adjusted; so, on a Laptop, you must move the microphone away from the speakers if you experience echo.
- A USB microphone. Please note: USB microphones are *not* recommended due to issues with USB bandwidth.

## **Correcting Echo:**

VIA3 incorporates some of the best echo control capabilities in any software to date. This is automatically enabled when you install VIA3. What echo control software does is to assist VIA3 in determining if the sound it hears coming into your microphone is coming from you or from your speakers. If you have the volume set too high on your microphone or on your speakers, then there is less of a chance that VIA3 can figure out exactly where the sound is coming from. With this in mind, the first step in trying to correct echo is to re-run the Audio Adjustment Wizard.

## The Audio Adjustment Wizard (AAW):

This wizard is located here: On your Launch Pad (where your list of Contacts is located) under Tools > “Audio Adjustment Wizard”.

### Welcome Screen:



Probably the most important bit of information on this Welcome screen is the part about having your audio equipment properly connected to your computer before running the Audio Adjustment Wizard.

Click the Next button to see the Headset or Microphone Setup screen.

### Headset or Microphone Setup Screen:



As the instructions indicate, click the “Detect Microphone” button, and you should see the message “Detecting your microphone”; with this message displayed, please tap on or speak into your microphone. If it is properly connected to your computer, the microphone will be successfully detected. If you are using an external microphone, then the detection process will identify the audio chipset on your computer instead of the manufacturer of your microphone; this is normal.

Click the Next button to continue with the Audio Adjustment wizard.

## Headset or Microphone Setup Screen (Continued):

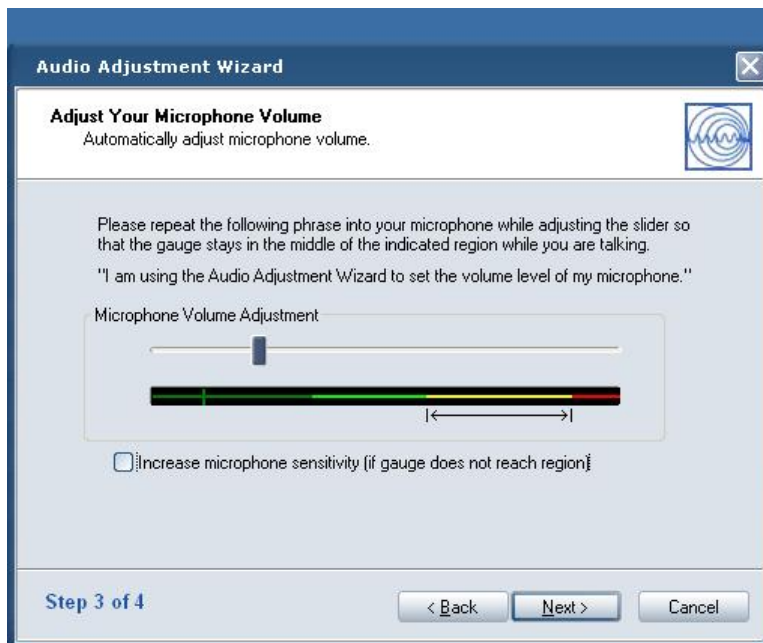
This screen of the Audio Adjustment Wizard indicates your microphone was “successfully detected” as shown here:



Note the microphone is actually showing the audio chipset on this computer and not the manufacturer of the microphone itself.

Click the Next button to continue with the Audio Adjustment wizard.

## Adjust Your Microphone Volume Screen:



If your screen has the check-box for “Increase microphone sensitivity (if gauge does not reach region)”, please make sure it is not checked before you start.

Start with the volume slider somewhere near the middle of the graph.

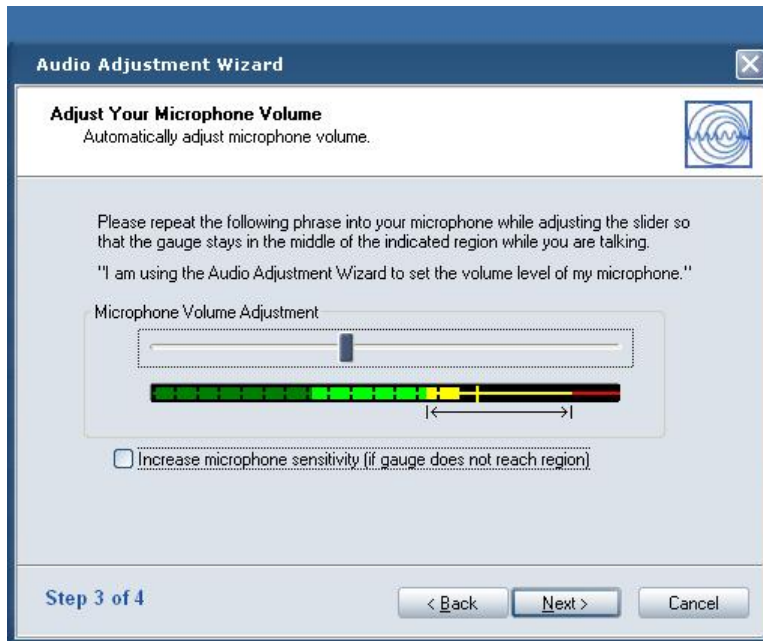
Speak into or tap on your microphone to get an idea of where the volume will reach.

As you speak into or tap on your microphone, the graph will display the level of sound it hears by advancing the graph across the page; it will start with dark green, then light green, then into yellow and finally into red.

Never allow your microphone volume to be set in the red as this will definitely cause echo. A properly adjusted volume level is displayed on the next page.

## Adjust Your Microphone Volume Screen (Continued):

You want to see your microphone level reach no higher than what is shown here:

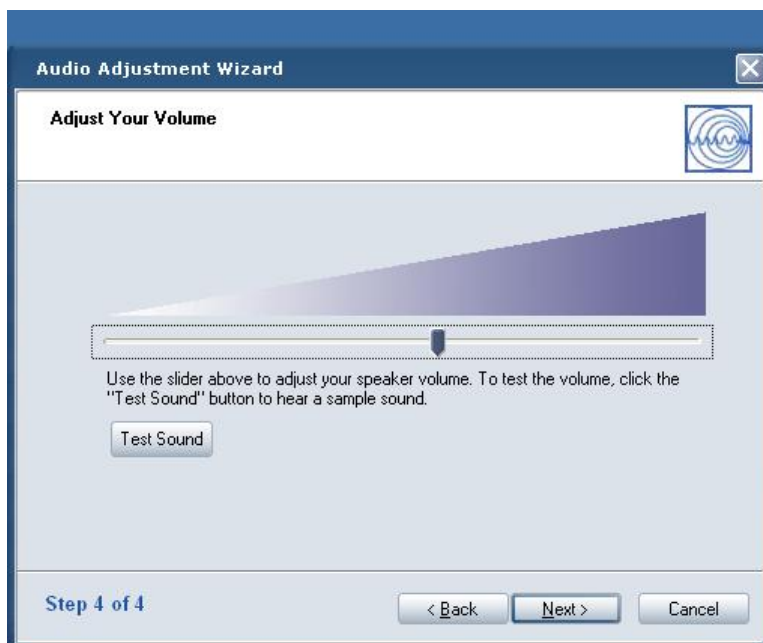


The volume level for your microphone needs to be less than what you might think. And remember: You can adjust the volume levels of individuals within a VIA3 meeting; so, the idea is to get the volume level of your microphone set so that it does not cause echo, especially if you are using an external microphone.

The only time that you might want to have the “Increase microphone sensitivity” box checked is if you cannot obtain the shown volume level without it checked. Please verify that your Windows sound levels are not set too low before you check this box.

Click the Next button to continue with the Audio Adjustment wizard.

## Adjust Your Volume Screen (for speaker volume):

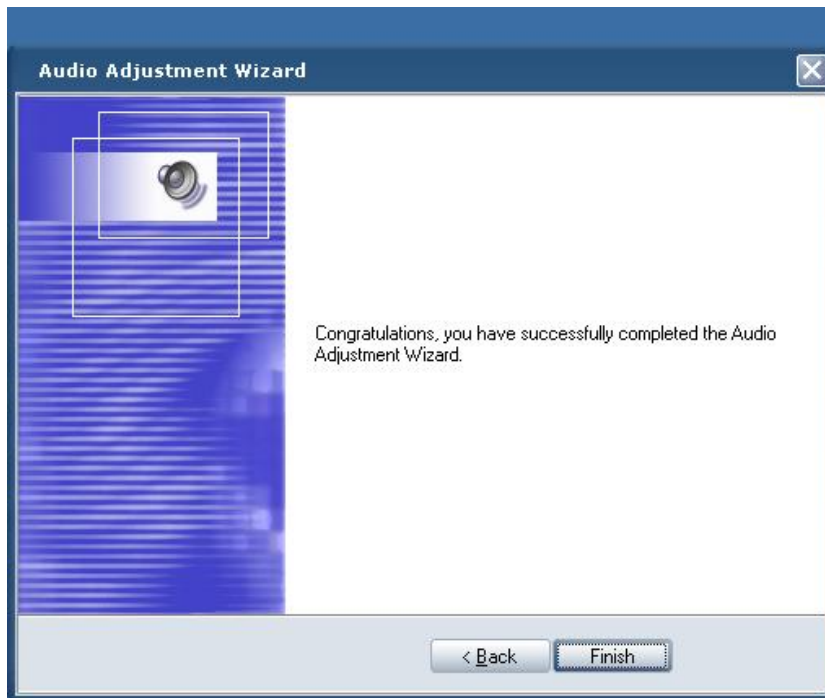


Click the “Test Sound” button in order to listen to a young lady explain some things about VIA3; when you click the “Test Sound” button, it becomes a “Sound Off” button, indicating that a second click on the same button will stop the sound test. Use the slider to adjust the sound volume level to something comfortable to you.

The louder you set this volume, the more the chance exists that you may introduce echo into your VIA3 meetings.

Click Next once you have the sound volume for your speakers/headset set to where you want it.

## ***Congratulations (final) Screen:***



This screen indicates that your audio settings have been saved by VIA3, and you should be ready to start/join VIA3 meetings with excellent audio quality.

Click the Finish button to exit the Audio Adjustment Wizard.

If you have completed the Audio Adjustment Wizard and you start/join a VIA3 meeting and your audio is not what you expect, I strongly urge you to contact Client Services for assistance. The contact information for Client Services is at the bottom of this page.

## **Audio Issues:**

If your audio is choppy in a VIA3 meeting:

- Try pausing your video to see if that improves your audio; if it does, the issue may be bandwidth related. It might not be, but Client Services can run a simple test with you to verify that bandwidth is—or is not—the cause of your audio problem.
- Do you have the same audio issue with only one or two people in your meeting? If you don't, then this also might be bandwidth related.
- If you experience echo in a VIA3 meeting, turn off the incoming audio from the others in the meeting one at a time; as soon as you turn off the person with the problem, the echo will disappear. Please have this person either re-run the Audio Adjustment Wizard or contact Client Services.

## **Technical Support:**

If you have any questions about or encounter any issues with VIA3, please contact:

Client Services:  
Toll Free: 1-866-265-8060  
support@viack.com