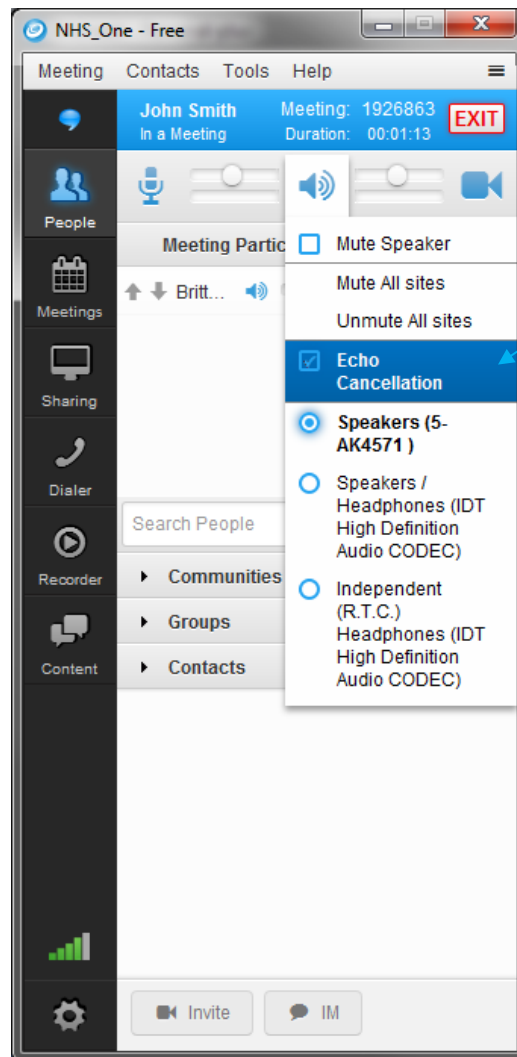


Why do I hear my own voice when talking to other users?

Echo is a very disruptive problem in videoconferences and is caused by the audio from one location being sent back into the meeting by another. As the audio has typically traveled a great distance, this returning audio is delayed compared to the sending source and is heard as echo. As the echo is always caused by the remote side returning the audio, if you hear echo, it is the other site that is causing it. To correct the problem, the remote side will need to fix their echo cancellation.

NHSONE has built in echo cancellation software that should eliminate or at least help reduce the echo. The remote side user(s) should turn this on or toggle it off to on to activate it. This is done by right mouse clicking on the speaker icon and selecting “Echo Cancellation.”



If echo cancellation is already on, turn it off and back on to allow it to retune for the local environment.

Echo cancellation can be more prevalent when using built in audio devices on a laptop as the mic is close to the speakers. If the NHS ONE echo cancellation is not working, try another audio source such as a headset or headphones and the built in mic.