

## **Solution for the Voice Quality Is Bad**

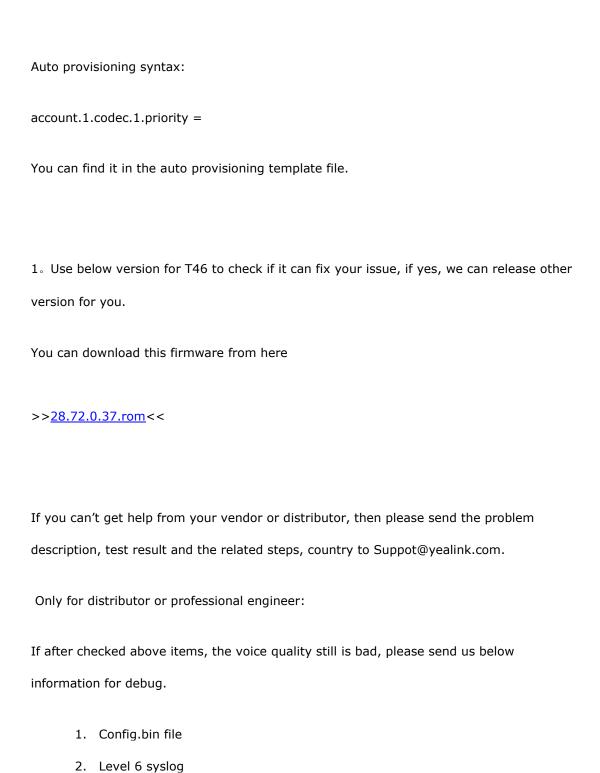
Description
The customer complains the voice quality is not good, not clear.
Cause
1. The auto provisioning template file include the voice setting which use the incorrect
value
2.There is noise in the call, the ECHO configured Disabled.
3.The Codec is not wideband
4.Yealink T4 series hear the voice of the remote party not clear, it sounds like the remote
party is in the tunnel, and Yealink T4 series has too much base, mentioned like below
forum.
http://forum.yealink.com/forum/showthread.php?tid=1779



## Resolution

${\bf 1.} If \ customer \ use \ the \ 3CX \ server, \ please \ delete \ voice \ setting \ syntax \ in \ the \ CFG \ file, \ reset$
the phone to factory default and then do auto provisioning again without below three
parameters.
voice.handfree_send =
voice.handset_send =
voice.headset_send =
2.Make sure the ECHO parameter is configured enabled, you can check it through the web
UI under Settings->Voice page
Please keep the ECHO and VAD and CNG configured with Enabled.
Yelaink phone models all support echo canceler compatible with G.168.
Or through the auto provisioning
voice.echo_cancellation = 1
The explanation for these three parameters,
1.ECHO, echo canceller which compatible with G.168
2.VAD, voice activity detection feature
3.CNG, comfortable noise generator
4.Configure the G722 as default priority codec.





3. PCAP trace



## **More Information**

1. For how to catch Config.bin file, Level 6 syslog and PCAP trace, you can refer to below link,

http://forum.yealink.com/forum/showthread.php?tid=1319

## **Product Type**

SIP-T48G, SIP-T46G, SIP-T42G, SIP-T41P, SIP-T29G, SIP-T27G, SIP-T27P, SIP-T23G, SIP-T23P, W52P, Yealink DECT Repeater RT10, Yealink Bluetooth USB Dongle, LCD Expansion Module EXP40, Wireless Headset Adapter EHS36, Call Center Headset YHS32, VP530, SIP-T38G, SIP-T32G, SIP-T28P, SIP-T26P, SIP-T22P, SIP-T21P, SIP-T20P, SIP-T19P, IP Phone Expansion Module EXP38, LCD Expansion Module EXP39

Version

ALL