The echo problem during the call

Version: V1.1

Release Date: 3rd,Nov,2021

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1. Introduction

1.1. Overview

Sometimes, there will be an echo during a call. Generally speaking, it is related to the server. For example, some Neox PBXs have the problem of call echo. When the PBX turns on the recording function, the caller will have an echo, but when the PBX turns off the recording function, the caller will have no echo normally.

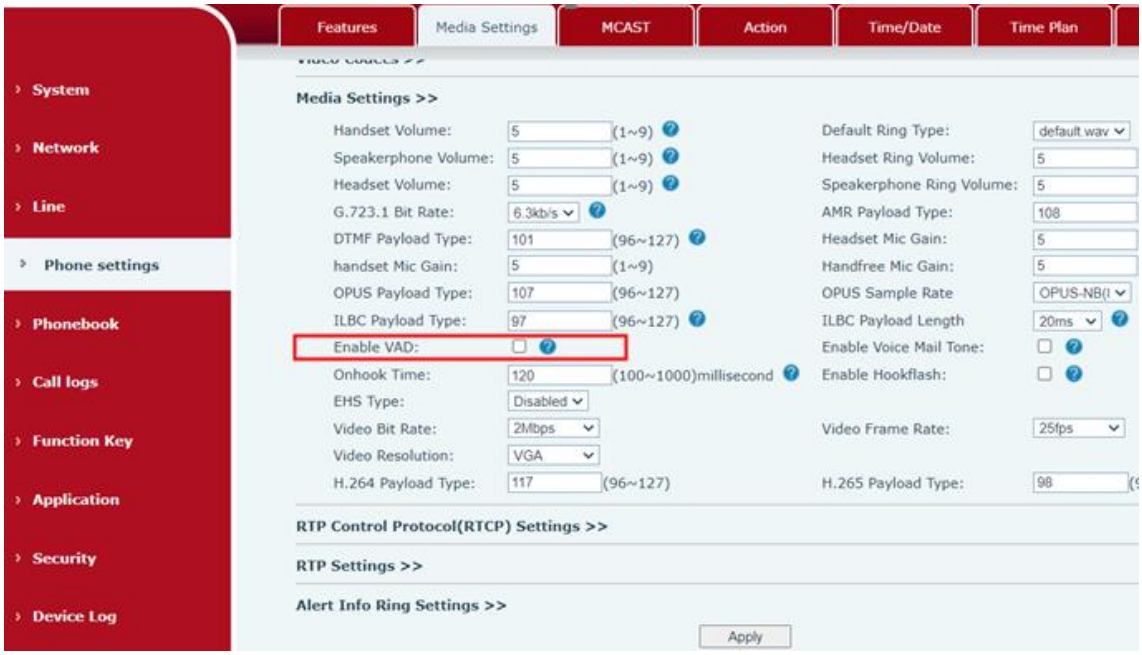
1.2. Applicable model

It applies to all types of phones of Fanvil.

1.3. Target audience

This document is mainly used to help customers troubleshoot the problem of echo during calls.

2. Solution

Turn off“Enable VAD”， Even if Neox's PBX supports recording, there will be no echo.

Log in phone webpage， “Phone setting”→“Media Settings”→Turn off“Enable VAD