



Denise OBerry <doberry@gmail.com>

Re: TE002: I can hear great, but transmission to others is garbled <<#87098-112067#>>

Skype Customer Service <en_support@skype.net>
[REDACTED]

Fri, Apr 30, 2010 at 5:40 AM

Hello Denise,

Thank you for contacting Skype Customer Service.

Before you proceed to the troubleshooting steps make sure that you are running the latest version of Skype which can be found here: <http://www.skype.com/download/>

Also please ensure that:

- Windows has the latest Service Packs and updates installed, available from <http://windowsupdate.microsoft.com/>
- Device (sound, video, motherboard etc) drivers (those can be found on the device manufacturer's website contact the manufacturer/vendor of the device for more information) are updated to the latest versions

Now please follow the troubleshooting steps for the description that best suits your problem:

- If one of your contacts cannot hear you while others can please follow steps: 5, 7, 8.
- If you cannot hear yourself on the test call please follow steps: 1, 2, 3, 4, 5, 6, 8, 9.
- If the call drops after 15 seconds of no conversation please follow steps: 2, 3, 5, 6, 7, 8, 9.
- If your contact loses your voice in mid-conversation please follow steps: 6, 7.
- If other programs work with your device and only Skype does not please follow steps: 3, 5.

- If your contact is able to hear you in a Skype to Skype call and you are only having problems with calling phones and mobiles, please refer to step 10.

- If you get a Skype error: Skype cannot detect your microphone/ Your microphone volume is too low/ There is a problem with your recording device please follow steps: 1, 2, 3, 4, 5, 6, 8, 9.

- If none of the above applies to your problem, you can either try any of the steps you think are closest to solving your problem or get back to me with a clearer description of the problem so that I can provide you with further troubleshooting steps. You can also try step 11.

1. If you have an external microphone, make sure it is plugged into the correct socket on your computer. With most two-plug speakers or headsets, that means the pink or red plug goes into the pink/red socket.

More information here: <https://support.skype.com/en/faq/FA10323/>

2. Check your microphone is not on mute. Some microphones have buttons to mute/un-mute. If you are using a headset it may have a mute switch either on the side of the headset or on the cable that connects to your computer.

3. Check that Skype is using the right microphone. In Skype, open Tools > Options > Audio settings and check that the correct microphone is selected from the dropdown menu. The microphone volume meter should respond to your voice. On the same screen you can also try un-checking the box "Automatically adjust microphone settings" and manually setting the volume to High.

4. Please test if your microphone is working in Windows XP. Go to Start menu > All Programs > Accessories > Entertainment > Sound recorder and try to record your own voice in there, then play it back. If it does not record anything you say, then possibly your microphone is not plugged in correctly, it's broken or your sound card drivers are out of date. You can also try steps 1, 2 and 6 to resolve this problem.

5. Try calling our automatic sound testing environment 'echo123'.

To reach 'echo123' either dial as it appears without quotation marks or search for the username 'echo123', the Skype Call Testing Service, from the 'Search Contacts'. Please follow the instructions that you hear.

- If you can hear your own voice, then both your playback device and microphone are set up correctly and the problem is possibly on the other side or in a low quality internet connection.

- If you did not hear your own voice, check that your preferred microphone is selected in the Skype top menu: Tools > Options > General > Audio Settings. Call 'echo123' again, to test if that helped.

- If you did not hear the operator's instructions, check that your playback device is configured incorrectly.

6. Check that your microphone is correctly set up for your operating system: <http://www.skype.com/help/guides/soundsetup.html>

7. There are two settings in the Audio Settings menu: 'Automatically adjust microphone settings' & 'Automatically adjust speaker settings'. In some rare cases having those options ticked can cause your microphone volume or speaker volume level to go down during the call to such a low level that you will not hear your own or the other participant's voice. We advise you to try and untick both options and check the volume level of the microphone and the speakers. The volume level slider should be over 50%.

8. In Skype, open Tools > Options > Audio settings. If the microphone volume meter responds to your voice, then the problem is most likely with your contact's speakers. Ask him/her to contact us for troubleshooting steps.

9. Finally, sometimes the sound device such as your headset can be faulty. Please try using a different headset to see if that is the case.

10. If the problem occurs only for calls to phones and mobiles, whereas Skype to Skype calls are fine, then please provide us with the numbers and locations that you dialed and experienced the problem so that we can investigate the matter further.

11. We have recently released Skype 4.2 BETA which has major upgrades and improvements over the previous releases. The most beneficial one for you in this case is the recently introduced 'Call Quality indicator' (More information and usage instructions can be found here: <http://tinyurl.com/yc6mazed>).

The best way to check if your sound settings are correct is to run a call quality sound check before you make a call. From there you will be able to troubleshoot your problem and see exactly where it is. Any red or yellow icon you see in the Call Quality indicator means that attention should be given to that area. To try a test call - dial "echo123" (without quotation marks) and monitor the Call Quality indicator. Clicking on it will give you a description of a possible cause for the problem.

