

Fix Missing Initial 3 Seconds of Voice with Webex Client.

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Introduction

This document describes how to resolve the 3 second delay observed with calls in WebEx App.

Prerequisites

Push Webex Client log to Webex Control Hub and upload the Cisco Calling Environment Data file to the case, for TAC to review. TAC needs the user email address and organizational ID.

Problem

During Webex app calling, first 3 seconds of initial audio gets dropped.

Solution

The log signature can be found in the Webex client logs. It is showing the call was buffered.

"EccMediaConnectionManager::onFirstBufferReceived:Cost 0.31s to Recv first playback buffer after call connected"

The settings can be disabled in the Webex Control Hub portal by Product Server Manager (DSM).

1. *desktop-cucm-audio-drop-seconds-disabled*
2. *mobile-cucm-audio-drop-seconds-disabled*