



SanClarity

Installation & Configuration Guide

Environmental Noise Cancellation Software

Version 1.0.0

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Table of Contents

Table of Contents	2
1. Overview	3
1.1 How It Works.....	3
2. System Requirements	4
3. Licensing.....	4
4. Installation Steps	4
5. Configuration.....	8
5.1 Accessing Settings	8
5.2 Settings Screen	9
5.3 Microphone Selection.....	10
5.4 Virtual Audio Cable.....	10
5.5 Performance Mode.....	10
6. Browser & Softphone Configuration	10
6.1 Browser Microphone Settings for Webphone / Online Meetings.....	11
6.2 Configure Audio Devices in X-Lite.....	11
7. Technical Support	12

1. Overview

SanClarity is an Environmental Noise Cancellation application developed by SAN Softwares. It runs in the background and filters ambient/environmental noise from your microphone input in real time, before the audio reaches any communication application.

SanClarity acts as a smart layer between agent and customer communication for online audio and video calls, and works seamlessly with any application that uses a microphone, including but not limited to:

- SanCCS
- Google Meet
- Microsoft Teams
- Zoom Meeting
- ZOHO
- Zendesk
- SanIPPBX
- AI Voice Agent
- Any other Call Center Solution, Soft Phone, or application that accepts a microphone/audio input

Noise Cancellations Works with All Platforms

Smart layer between agent & customer communication for online audio and video calls:



Figure 1: SanClarity — Works with All Platforms

Once installed, SanClarity runs as a background application and appears as an icon in the Windows taskbar (system tray). All configuration is done through this tray icon.

1.1 How It Works

SanClarity intercepts audio from your selected physical microphone, filters out environmental noise using its built-in noise cancellation engine, and routes the clean, filtered audio through a Virtual Audio Cable. Any application that needs a microphone should then use this Virtual Audio Cable as its input device.

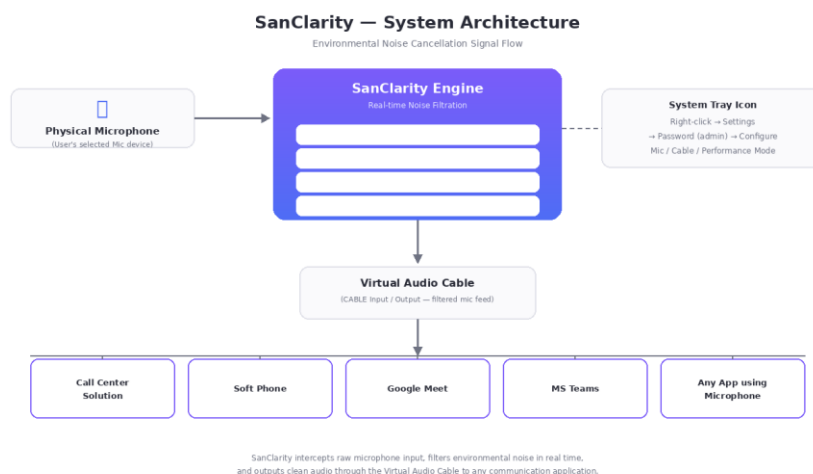


Figure 2: SanClarity Architecture — Signal Flow

2. System Requirements

Requirement	Details
Processor	Intel Core i3 or above (or equivalent)
RAM	8 GB or above
Operating System	Windows (with Virtual Audio Cable support)
Software Version	1.0.0
Release Date	01/07/2026

3. Licensing

SanClarity licenses are provided on a SaaS (Software as a Service) subscription basis.

- Once the client confirms the required number of licenses, SAN Softwares will activate the license(s) accordingly.
- Until a license key is applied, SanClarity runs in trial mode for 30 days with full functionality.
- License activation and management can be done from the Settings screen after entering the admin password.

4. Installation Steps

Follow the steps below to install SanClarity on your system. Ensure your system meets the requirements listed in Section 2 before proceeding.

Step 1: Download SanClarity

Visit the download page and choose the version that matches your role: the Admin Panel (for supervisors, to manage agents, monitor calls, and configure system settings) or the Agent App (for agents, to handle customer calls with AI-powered noise cancellation tools).

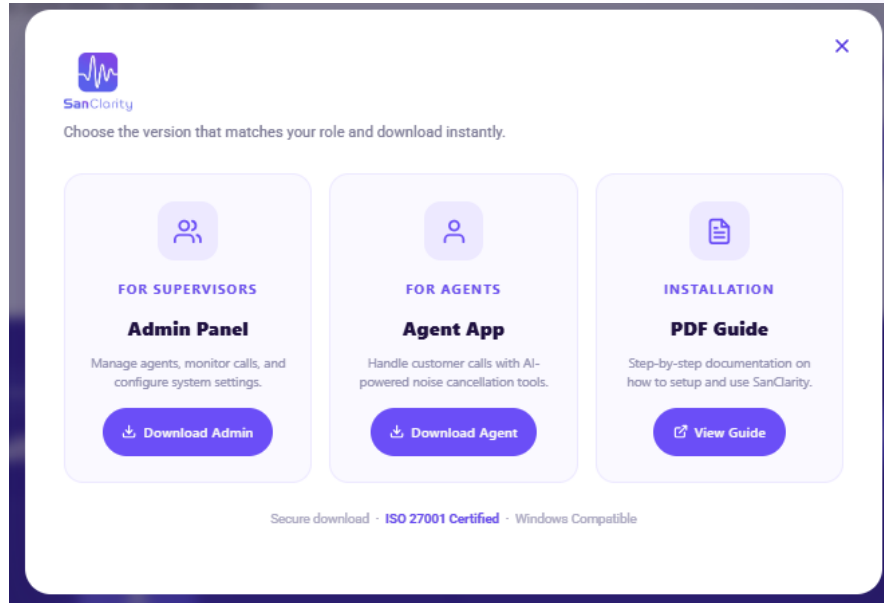


Figure 3: Choose and download the version that matches your role

Step 2: Extract the Downloaded Files

The download will be a compressed (zipped) folder. Right-click the SanClarity.zip file, select “Extract All...”, choose a destination folder, and click “Extract”.

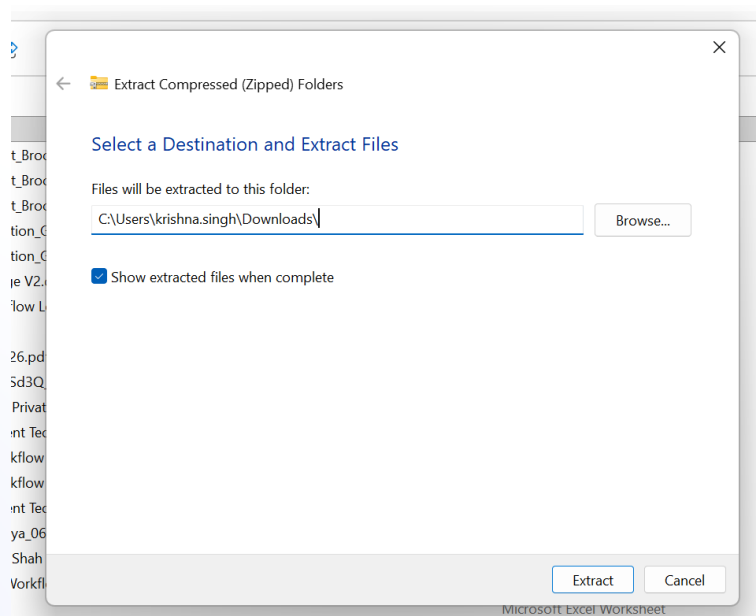


Figure 4: Extract the downloaded ZIP folder

Step 3: Grant Permission to Run the Installer

Open the extracted folder and run setup.exe. Windows may show a SmartScreen protection prompt since the app is newly published. Click “Run anyway” to proceed with the installation.

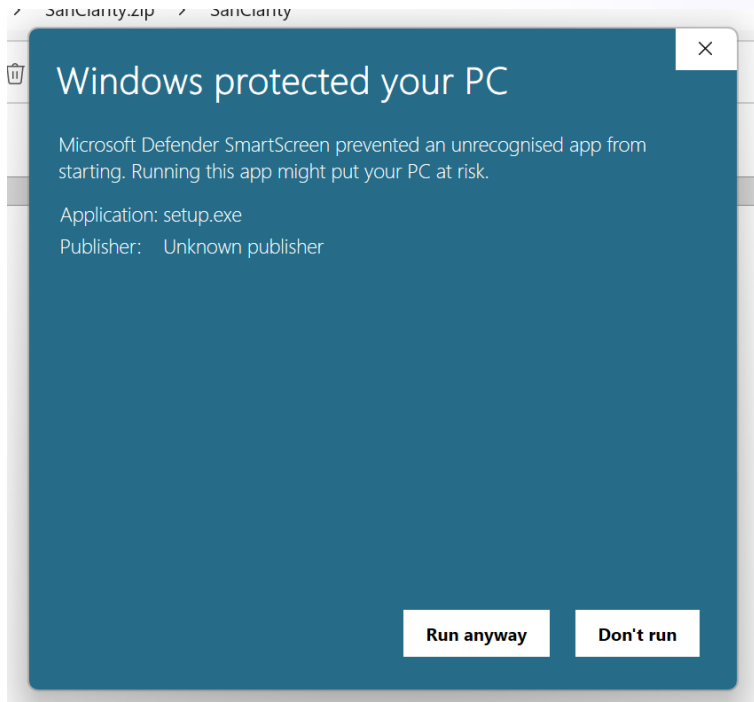


Figure 5: Grant permission — “Run anyway”

Step 4: Start the Setup Wizard

The SanClarity Setup Wizard will open with a welcome screen. Click “Next” to continue.

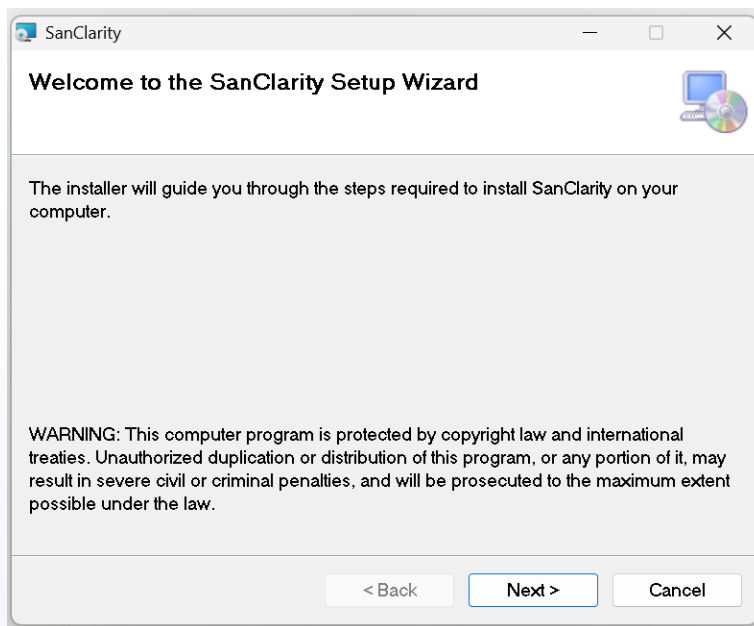


Figure 6: Setup Wizard — Welcome screen

Step 5: Select Installation Folder

Keep the default installation folder or click “Browse” to choose a different one. Select whether to install SanClarity for “Everyone” on this computer or “Just me”, then click “Next”.

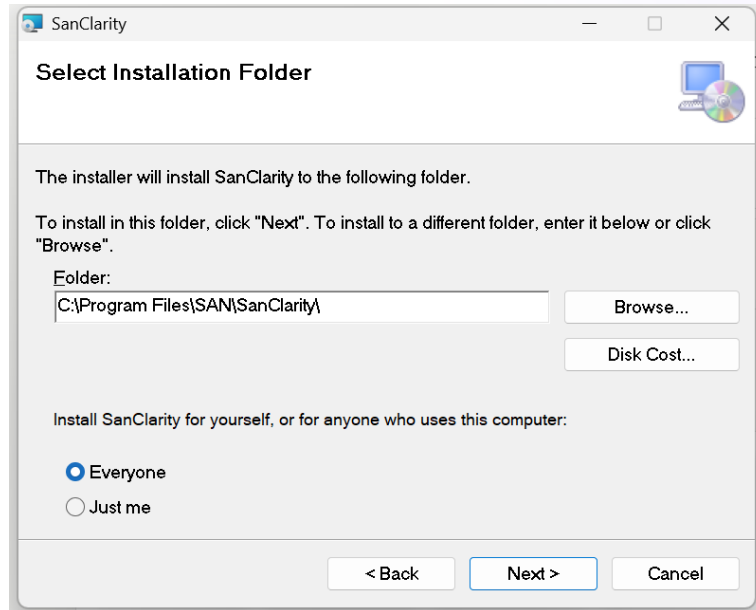


Figure 7: Select installation folder and install scope

Step 6: Confirm Installation

Review the confirmation screen and click “Next” to begin installing SanClarity on your computer.

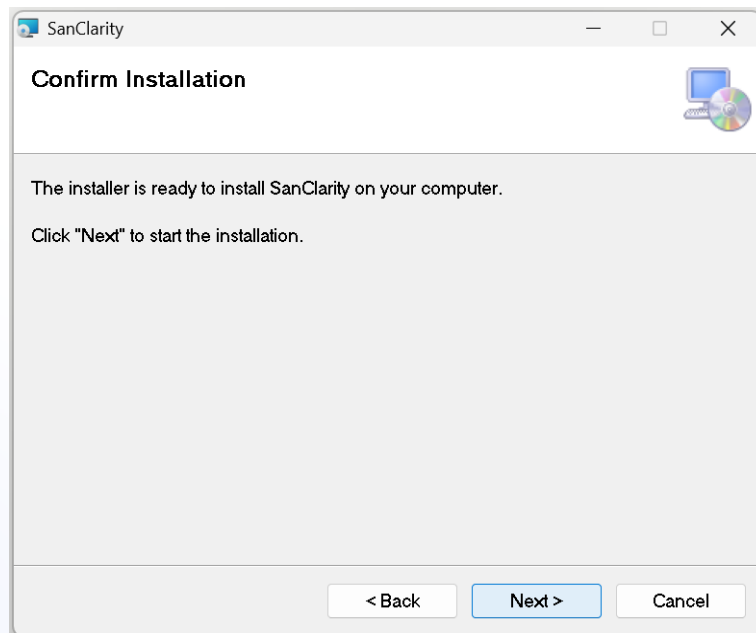


Figure 8: Confirm installation

Step 7: Complete Installation

Once installation finishes, you will see the “Installation Complete” screen. Click “Close” to exit the setup wizard. If prompted, use Windows Update to check for any critical .NET Framework updates.

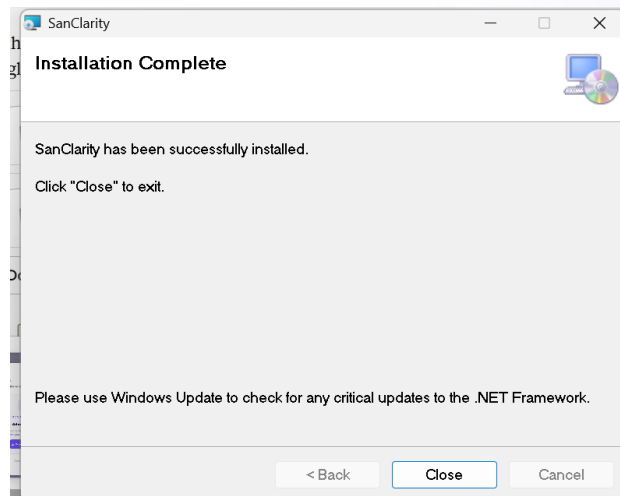


Figure 9: Installation complete

5. Configuration

After installation, SanClarity runs in the background and appears as an icon in the Windows taskbar (system tray).

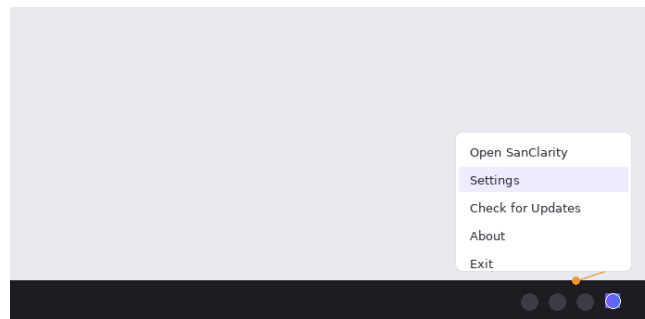


Figure 10: SanClarity icon in the taskbar — right-click menu

5.1 Accessing Settings

Right-click the SanClarity icon in the taskbar and select “Settings.” You will be prompted to enter a password.

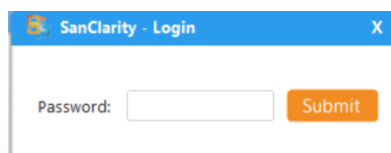


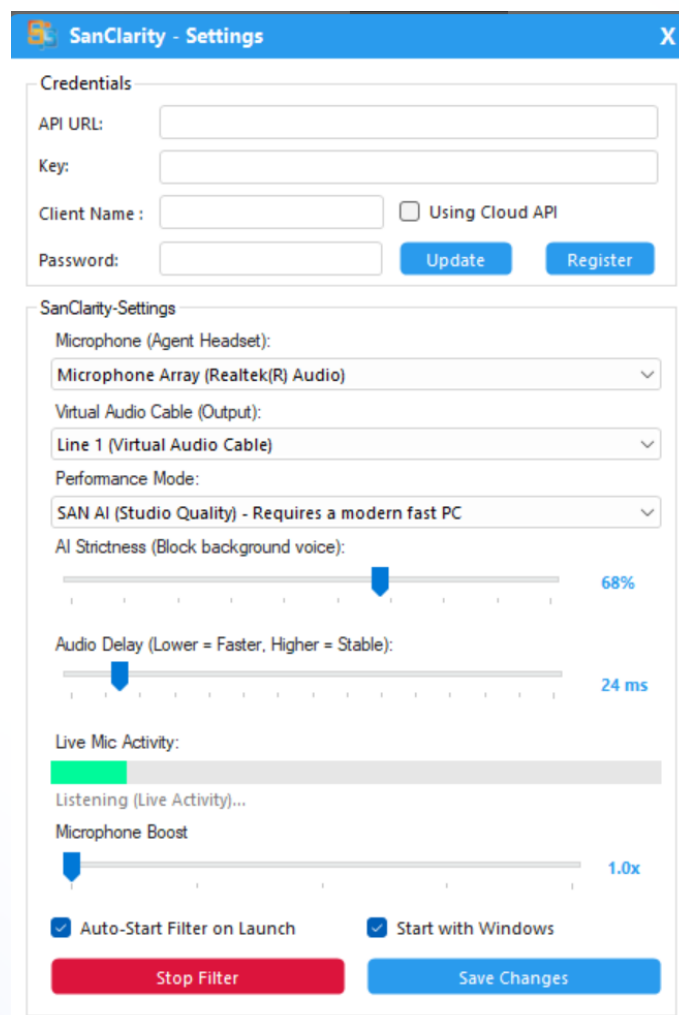
Figure 11: Password prompt

Default password: **admin**

5.2 Settings Screen

The Settings screen allows you to configure the following:

- License Details — view trial status or activate your license key
- Microphone — select your physical microphone device
- Virtual Audio Cable — verify the output routing device
- Performance Mode — choose the noise cancellation quality level



The image shows the SanClarity - Settings window. It has a blue title bar with the application icon and name, and a close button (X). The window is divided into two main sections: Credentials and SanClarity-Settings.

Credentials

- API URL:
- Key:
- Client Name : ☐ Using Cloud API
- Password:

SanClarity-Settings

- Microphone (Agent Headset):
- Virtual Audio Cable (Output):
- Performance Mode:
- AI Strictness (Block background voice):
 68%
- Audio Delay (Lower = Faster, Higher = Stable):
 24 ms
- Live Mic Activity:

Listening (Live Activity)...
- Microphone Boost
 1.0x
- ☒ Auto-Start Filter on Launch ☒ Start with Windows
-

Figure 12: SanClarity Settings screen

5.3 Microphone Selection

In the Microphone dropdown, select the physical microphone device you want SanClarity to capture audio from.

5.4 Virtual Audio Cable

The Virtual Audio Cable field should always show “Virtual Audio Cable.” If it does not appear, the software has not been installed correctly and the installation should be repeated.

In every application where you want to use a microphone (Call Center Solution, Soft Phone, Google Meet, Teams, etc.), select “Virtual Audio Cable” as the microphone/input device. SanClarity performs noise filtration behind this virtual device.

5.5 Performance Mode

SanClarity offers 5 Performance Mode options, ranging from Low to Maximum. Select the option that best matches your noise cancellation quality requirement — higher modes provide stronger filtration but may use more system resources.

6. Browser & Softphone Configuration

After configuring SanClarity, all communication applications must be configured to use the Virtual Audio Cable as the default microphone. This ensures that the audio processed by SanClarity is used during browser-based meetings and softphone calls.

6.1 Browser Microphone Settings for Webphone / Online Meetings

To ensure that SanClarity works correctly with browser-based communication applications such as Google Meet, Microsoft Teams, Zoom, and browser-based call center solutions, configure the browser microphone settings as follows.

Step 1: Open Browser Settings

Open Google Chrome (or any Chromium-based browser). Click the three-dot menu in the upper-right corner and select Settings.

Example : `chrome://settings/content/microphone?search=micropho`

Step 2: Search for Microphone Settings

In the Settings page, type microphone in the search box. From the search results, click Site Settings.

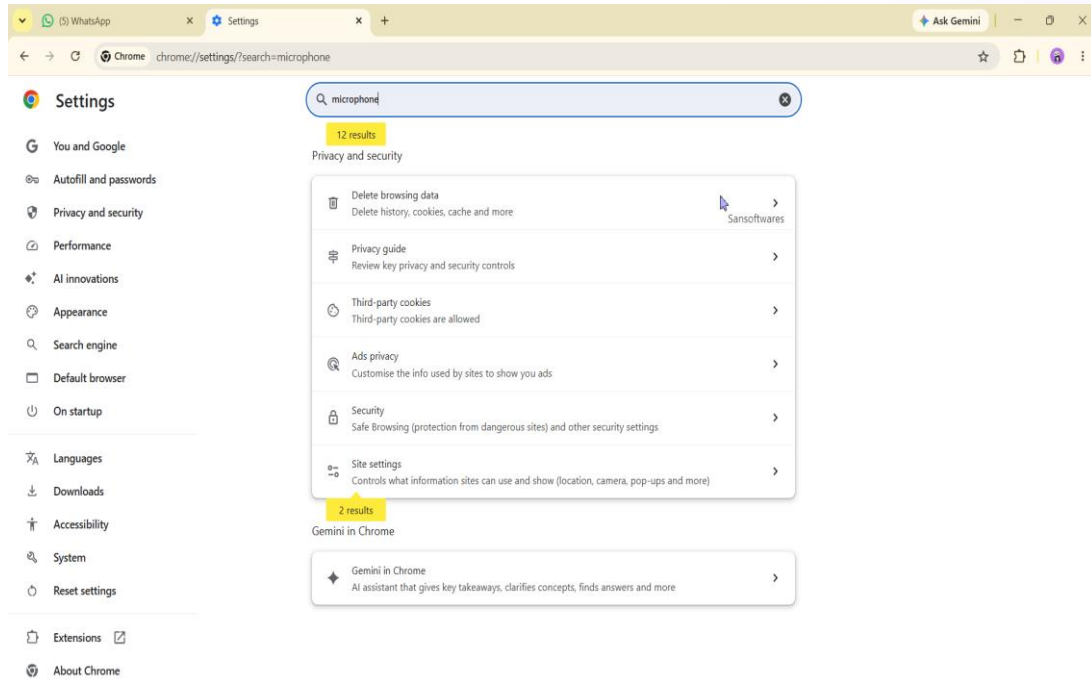


Figure 13: Browser Setting — “Site settings”

Step 3: Open Microphone Settings

Under the Permissions section, click Microphone. Ensure that the option "Sites can ask to use your microphone" is enabled. From the microphone drop-down list, select Line 1 (Virtual Audio Cable). This ensures that browser-based applications use the filtered audio processed by SanClarity during calls and online meetings.

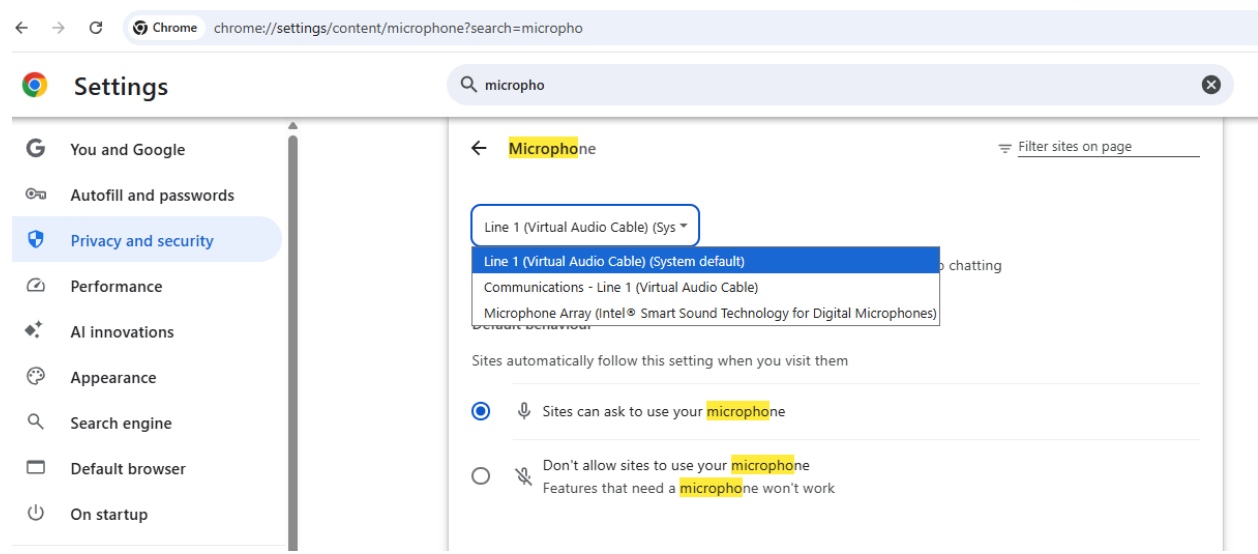


Figure 14: Browser Settings — "Microphones ettings"

6.2 Configure Audio Devices in X-Lite

If X-Lite is used as the softphone application, configure its audio devices to use the Virtual Audio Cable as the default microphone.

Step 1: Open X-Lite Options

Launch X-Lite, right-click anywhere on the phone interface, and select Options.



Figure 15: Open X-lite — “X-lite settings”

Step 2: Open X-Lite Options

Open the Devices tab and configure the audio devices as follows:

Headset

Speaker Device: USB Audio Device (or your preferred speaker)

Microphone Device: Line 1 (Virtual Audio Cable)

Speakerphone

Speaker Device: USB Audio Device (or your preferred speaker)

Microphone Device: Line 1 (Virtual Audio Cable)

Ring Device:

Speaker Device: Line 1 (Virtual Audio Cable)

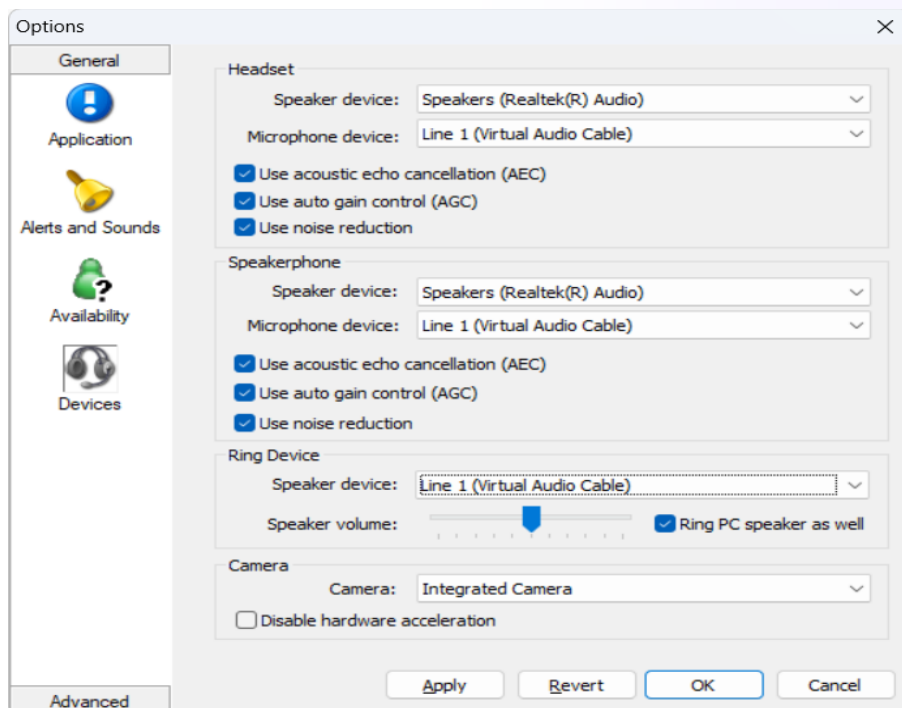


Figure 16: X-lite setting — “X-lite settings Microphone”

7. Technical Support

For any installation or configuration assistance, please reach out to our support team:

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