

Issues with Call Quality

Causes of Call Quality problems

More than 90% of call quality problems are directly related to your network setup or your broadband connection. You need to ensure you have a strong broadband to use our VoIP service.

If you are using your broadband for more than just VoIP, traffic from your PC or other network devices can result in significant degradation of call quality. The cause may be a genuine application or may be unwanted applications like viruses, peer to peer software, etc.

Troubleshooting

As VoIP relies on an active internet connection, there are many configuration reasons why a 3Connect user may experience intermittent phone issues. Here are the ways to determine the source:

- Review any changes to your broadband service, cabling or provider.
- Test inbound and outbound calls to determine the scope of the issue.
- Ensure that the device is a 3Connect Panasonic Device or Softphone App.
- Check cables are correctly connected and reset modem / phone handset.
- Test your internet speed, ensure you have minimum 100kbp/s per call.
- 3mbp/s upload and download is recommended for HD Voice.
- Ask the 3Connect Customer Support team about QoS settings.
- Contact your ISP if your calling needs eclipse your current speeds.
- Ensure that your jitter (zero) and ping (below 100) are low.
- Firewall: Allow traffic from 194.213.29.0 – 194.213.29.24 IP Range (whole subnet).
- Firewall: Disable SIP ALG and set the UDP Timeout to 200 seconds.