



Providing Innovative Technology Solutions

Quality of Service “QoS” Top Tips

Symptoms of QoS Voice issues

- Talking over each other due to lag in audio
- Echo
- Choppy Voice
- Underwater or Tunneled Voice Sound
- Delay in off-hook, hang-up, mute or other softphone or phone buttons

QoS Design Best Practices

- Use a common switching technology throughout your organization to ease configuration and monitoring challenges.
- Mark QoS traffic at Layer 2 and Layer 3.
- Know your audio and call control transit paths. (which vlans, subnets, devices, etc.)
- Utilize VoIP monitoring tools to monitor QoS within your network.
- Avoid using the Internet or shared Internet connections as a critical audio path since there is no honored QoS between most providers.

QoS Troubleshooting Checklist

- Is your voice traffic relying on the Internet as a critical audio path?
- Is QoS configured end to end on your network? – From voice gateway to PBX to end user phones / pc’s - Each different brand of switch, router, firewall will require unique configuration settings.
- Do packet captures show end to end QoS is being honored from gateway to phone/ softphone?
- Do you have real-time monitoring of your QoS settings to confirm they are working?
- Do you have real-time monitoring of streaming media or commercial streaming products

Got Questions? Contact TeamSOS, B2B Voice Experts

www.team-sos.com

888-336-7671



TeamSOS2020