Expert in Unified Communications Shares Reasons Why Many Organizations Are Not Benefiting from VoIP

TouchPoint Networks discusses the five most likely culprits of subpar VoIP performance and what steps an SMB can take to fix these issues quickly and simply.

1) Disable The "Comfort Noise" Setting. This is a setting on many VoIP systems that inhibits the flow of data that simply doesn't need to be turned on.

2) Make Sure Your Firewall Isn't Accidentally Blocking Out VoIP. Nowadays, intelligent CIOs are erring on the side of overprotection, and one of the byproducts of that aggressive approach is that sometimes firewalls block out mission-critical applications, like VoIP.

3) Ports Aren't Open or Are Misdirecting Data. Take a look at your gateways and ports on your network for the correct configuration.

4) Make Sure Your Codecs Match. Since VoIP data is real-time-transport protocol (RTP), both sides of the interaction must be set to the same codec, otherwise the audio packets won't function properly.

5) Make Sure You Have Enough Bandwidth to Avoid Jitter and Latency. The big culprits here are jitter and latency, which are the result of too much traffic on a network.