SOFTPHONE TROUBLESHOOTING GUIDE

VoIP works from virtually anywhere with an internet connection, but sometimes things go wrong. This troubleshooting guide will help you with common VoIP software issues on your computer or mobile device.

Internet Bandwidth Requirements

VoIP calls require 64Kbps of bandwidth. For reference, it takes 1024Kbps to equal 1Mbps. Your typical internet and mobile data speeds should easily provide more than enough bandwidth for VoIP calls:

- Standard ethernet speeds average 8Mbps.

- Gigabit ethernet connection speeds average 45–100Mbps.

- 4G LTE mobile data speeds average 5–12Mbps

If you're running into softphone problems on your computer or mobile device, check for these common issues:

1. **Is someone else in the household using the internet?** Streaming video or playing games online uses quite a bit of bandwidth.

2. **Are you experiencing packet loss?** Run a ping test to **sip1.digifone.net** to determine if you are. Packet loss effectively means some of the packets of data containing the "pieces" of the call are not reaching their destination.

3. Have your internet service provider test your coax signal levels at the modem.

4. Check the WiFi signal strength by looking to see if the WiFi icon is "filled."

   a. At the top right of the screen on Mac computers

   b. At the bottom right of the screen on Windows computers

   c. At the top of your mobile phone display

   d. If the signal is weak, your speeds will be slower. Move closer to the router.

5. Check to see how many wireless networks you're in range of. If there are a lot, signal noise from other networks could affect your network speeds.

6. **Are you using a public WiFi network at a coffee shop, hotel, public park or somewhere similar?** These networks sometimes throttle or block VoIP calls altogether.

7. If you're using cellular data, check your signal strength. If you have full signal, ask your service provider if they throttle VoIP calls. It shouldn't happen with such low bandwidth requirements, but we've seen it happen.

8. If you're using your mobile device, close any unused apps and restart your phone. You can also try clearing the cache for your softphone app, or uninstalling it then reinstalling it.

9. **Are you in a remote area?** Campgrounds and public parks might have WiFi, but it will be a slow, weak signal. Likewise, cellular data in remote or forested areas will also be slow and weak.