

COMPORIUM BUSINESS VOICE WITH WEBEX COLLABORATION

NETWORK READINESS GUIDE

No matter the size of your business, preparing your network for a Voice over IP deployment is crucial for a successful installation. This guide provides requirements, recommendations, and best practices to prepare your network for Comporium's Business Voice with Webex Collaboration. It is strongly suggested that you work with your IT professional to ensure that your service is dependable and without interruption.

CAPACITY OR BANDWIDTH

- The most common problem customers have with SIP voice quality occurs when there is not enough bandwidth available to handle the SIP traffic or the SIP traffic is not separated from other traffic types. Without adequate bandwidth users will experience sustained packet loss and poor voice quality.
- Each voice or SIP Session (think of this as an active call) requires a minimum of 100K per concurrent call. High-quality video sessions require 512K and higher.

NETWORK SERVICE LEVELS

Voice quality is also directly related to latency and packet loss on your network. Understanding these areas can help greatly improve call quality.

VoIP Network Requirements for Ideal Call Quality

- Latency (delay) <150ms
- Packet Loss <1%
- Jitter <30ms

WIRING

Minimum recommended wiring for Voice over IP is CAT5. CAT5 supports 125Mhz however CAT6 can support up to 250Mhz.

- If you find that you are experiencing issues with Jitter on CAT5, it may be time to upgrade.

CONVERGED NETWORKS

IP connectivity should match that of your network.

- Ex. Gigabit Network =Gigabit phones

EQUIPMENT

- Phones, headsets, laptops, and cell phones can play a significant role in the quality of your calls.
- IP phones must be added in the Comporium web portal and will arrive to you ready for Zero-Touch Provisioning.