WESTCOAST CLOUD VOICE
powered by **Blueface**

BROADBAND CONNECTIVITY

BROADBAND CONNECTION PROFILING

LOCAL NETWORK

- How many simultaneous calls is your current setup able to support?
- What kind of broadband is in place? (wired, wireless, cabled etc…)
- How fast is your broadband?
- Check if your office is cabled (LAN CAT5e, CAT6 or CAT7 is recommended) enough to support all devices.

BROADBAND REQUIREMENTS

- **Speed:** A minimum broadband speed of 100kbp/s per device is necessary to deliver the service.
- **Latency:** When packets arrive out of sequence or are lost, delays to voice signal may occur.
- **Jitter:** When latency changes and the voice can't sync, the voice breaks up.
- **Packet loss:** A congested network could cause bad call quality.

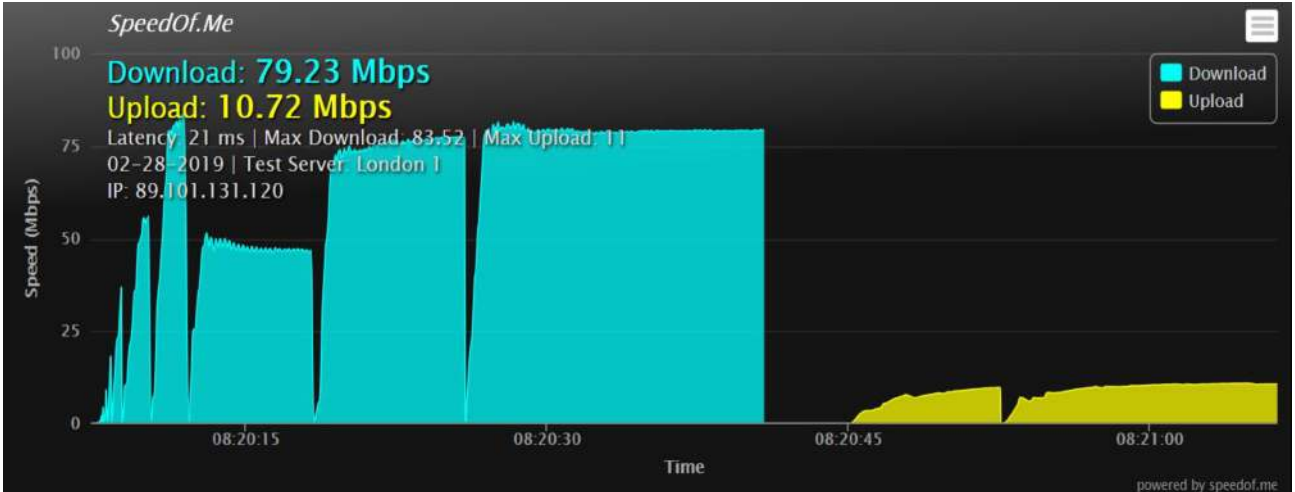| SPEED TESTS			PING AND JITTER	
Concurrent calls	Minimum required bandwidth	Recommended speed	Below 100ms required (the lower the better)	Should be a fraction of the ping (the lower the better)
1	100 Kbps – up and down	3 Mbps – up and down		
3	300 Kbps – up and down	3 Mbps – up and down		
5	500 Kbps – up and down	5 Mbps – up and down		
10	1 Mbps – up and down	5/10 Mbps – up and down		

READING THE RESULTS

- **Download Speed:** The download speed is how fast you can pull data from the server to you. Download speed is measured in megabits per second (Mbps). Low download speeds will result in difficulty hearing the person you call or has called you.
- **Upload Speed:** The upload speed is how fast you send data from you to others. Upload speed is measured in megabits per second (Mbps). Low upload speeds will result in issues hearing the person you call or has called you.
- **Ping:** Ping is the measurement that tells how long it takes a "packet" of data to travel from your computer to a server on the internet and back. Whenever you experience delayed responses in internet applications – this would be due to a higher than desired ping. Similar to packet loss, lower is better when it comes to ping. A result below 100ms should be expected from any decent broadband connection.
- **Jitter:** Jitter is merely the variance in measuring successive ping tests. Zero jitter means the results were exactly the same every time, and anything above zero is the amount by which they varied. Like the other quality measurements, a lower jitter value is better.
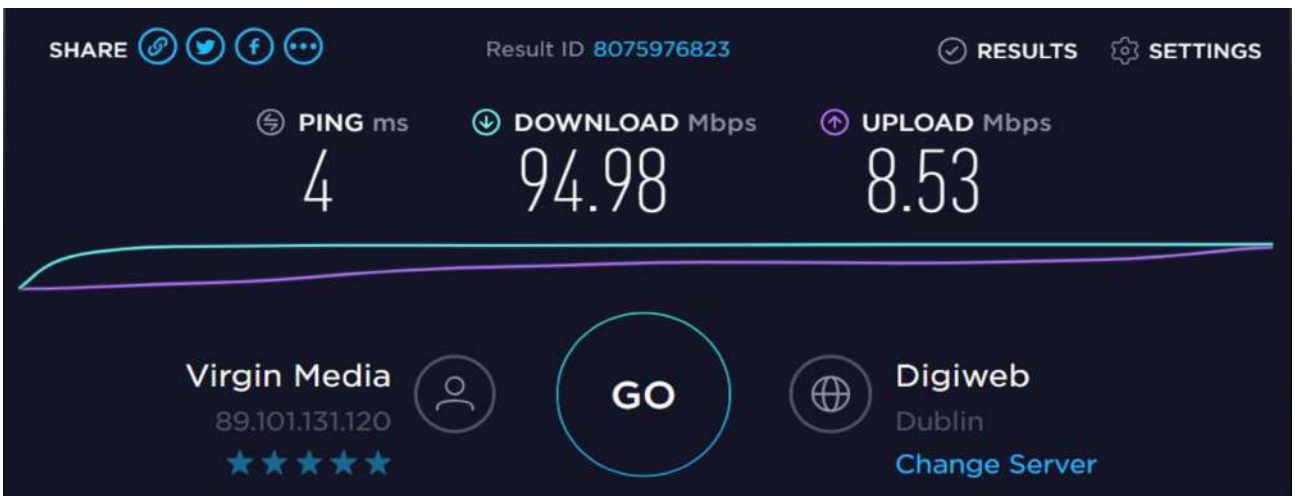
CONNECTION TESTING RESOURCES

https://speedof.me

https://speedtest.net

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**