

## **Experiencing Audio Quality Issues with your VoIP Phones? Here are some quick tips for a fast resolution!**

**Restart Your Network Router:** Power-cycle your network router. But be sure to wait for about 30 seconds before turn it back on.

**Restart Your Phone:** As a good measure, after restarting your router, power-cycle your phones too. This will ensure the phones receive the latest network information from the router and ISP, and are able to communicate on the network properly.

**Run a Network Test:** If issues persist, conduct a network test using a tool like TestMe123.com. This test provides a quick snapshot of your network performance. If it indicates a problem, you can share these results with your Internet Service Provider (ISP).

**Contact Your ISP:** Reach out to your ISP to check for any outages or service bulletins in your area. If there is an outage, the ISP is likely already working on a solution.

**Explain the problem and provide Test Details to the ISP:** If there are no known issues from your ISP, explain the problem and provide details from your network test if it showed any issues. The ISP can then conduct further tests to identify whether the problem lies with their service or within your Local Area Network (LAN).

**Check LAN devices, Network Gear and Computers:** Although ISPs are not responsible for internal LAN issues, they often provide the router used in your network setup. If the router is faulty and rented from the ISP, it is the ISPs responsibility to replace it. However, internal problems such as computer viruses, interference from access points or other devices, weak WiFi signal strength, or an overloaded network falls squarely on the customer to troubleshoot and resolve.