Summary Tips for Dealing with Network Quality Issues

If you are encountering network quality issues, try investigating these areas:

1. If the problem is isolated to one computer or a group of computers in one section of the network, there could be a problem in the cabling media.

   You can try replacing the cable(s) connected to the troubled computer or network section.

2. A bottleneck on the router port is a possibility if there are multiple computers plugged into a hub or switch that is connected to the router.

   Try plugging in your devices directly into the router.

3. There is a greater chance for degraded call quality if computers are plugged into a wireless router or receive. Plug the computer directly into a router that is connected by a wire to the modem.

Details

   If you need a wireless connection, you should have a wireless router that supports **Quality of Service** (**QoS**) for improved **DigitalLine** service.

4. If your router is an older model or does not support QoS, consider upgrading to a newer router that does. Check that you have the latest firmware for your router.

Related articles:

- VoIP Quality of Service - **click here**
- **Click here** to learn more on improving phone call quality
- Recommended routers - **click here**

Ranking