# Common Call Quality Issues

**Dropped Calls:** Unexpected call termination without either party hanging up.

**Audio Quality:** Various issues, including but not limited to:

- Static (electrical noise)
- Choppiness (audio interruptions)
- One way audio (one party cannot hear)
- No audio (mute call)
- Delayed audio or echo
- Distorted voice

# Troubleshooting Steps

The quickest and easiest step you can do to quickly troubleshoot issues is perform a hard reboot of the device. See below for the instructions, which vary depending on platform.

**Desktop Phones**

- Reboot the device by unplugging the power cord (if using power adapters) or ethernet cable (if using PoE), wait 30 seconds, then plug back in.

**Soft Client, Soft Phone, Computer phone**

- Clear internet browser cache, log out of the softphone program, close browser window.
- Reboot your computer.
- Log back in.

**Mobile App**

- Log out of the app, uninstall it, reboot your mobile phone and reinstall the app.

If none of the above steps resolve the problem, please contact tech support:
Email: support@tritoncomm.com
Phone: 714.855.4577

# Root Causes

**Loss of Service:** Brief internet outages can disrupt VoIP calls they require constant connection. Unlike data, even a momentary interruption is noticeable in calls.

*Think of it this way*: if your computer loses internet, it might cause your YouTube video to pause. You may not even notice this even though YouTube uses much more bandwidth than a phone call. But if your phone loses internet connection, that means an entire call could be cut off prematurely, which is very noticeable.

**Network Management Issues:** Internet settings or protocols may block VoIP traffic, especially If multiple users experience issues. (e.g., SIP ALG)

*Think of it this way*: your internet might be functioning but is being managed in a specific way that causes issues for VoIP calls. This can include things like restrictive protocols or other settings on a local router that blocks VoIP traffic. This is more likely if more than one person notices the issue.

***Tech Note***. The most common example of this kind of issue is known as SIP ALG. For more information about SIP ALG and how to disable it, see "What is SIP ALG" below.

**Local Connection Issues:** Isolated issues with your internet or hardware, like bad cable or jack. Likely if you are the sole affected user.

**Lack of Permissions:** Softphones or mobile apps may lack authorization to use calling services of the devices they are running on. Check the device's permission settings.

**Headset or Device Problems.** Issues with headsets, adapters or other devices can impact call quality.

**Other Endpoint Issues.** The other party may be having any of these same issues on their end, meanwhile nothing is wrong on your end. This can be difficult to detect because we cannot see what is going on with the phone system on the other side of the call.

***What is SIP ALG?**

Sip ALG is a protocol that interferes with VoIP traffic. It is often labelled as a security measure and is known to block VoIP traffic as “suspicious”. Many residential routers/modems have this protocol enabled by default. It is by far the most common cause of call quality issues while working from home on local internet.

**How to use the SIP ALG detector.**

1. Download and run the file that can be found at this link.
2. After installing the detector, it should automatically run (if not, you may need to run the program manually.
3. The test will be run immediately (takes only a second). It will show if SIP ALG is detected or not detected.
4. If detected, SIP ALG should be disabled. Most routers/modems will allow you to do this, though the exact way can be different on every device. If you’re having difficulty disabling it yourself, you can call your ISP (internet service provider) and ask them to explain how to do it. They may even do it for you remotely.