2talk Pre-Install Checklist

1. TEST - Speedtest

Check Internet connection using www.dr-voip.com and/or www.speedtest.net

Upload Speed:	
Download Speed:	
Jitter:	

Voice over IP (VOIP) uses your Internet connection for phone calls. The most common potential issue with VOIP is poor Internet connectivity or lack of available capacity. We recommend amount of capacity per simultaneous voice call:

Codec	*Bandwidth Required*
G.711	88 Kbps
G.729	32 Kbps

So for example if you have a requirement for 10 simultaneous calls you should budget for at least 880Kbps (or 0.880Mbps). 88 x 10 = 880.

Of course you will require adequate bandwidth for everything else you are using your Internet for also. If you have any doubts you could simply order a separate Internet connection just for voice traffic, particularly if you are a heavy Internet user.

2. Devices that may require an analogue connection

Some devices in your office may be connected to an analogue phone line. 2talk can provide an analogue telephone adapter (ATA) for connecting analogue devices but cannot guarantee they will work using voice over IP (VOIP). We recommend taking the steps below to eliminate the need for old analogue style lines or keeping one standard analogue line for all of these devices. If you would like to connect any of these devices to an ATA we recommend testing it first. We can help with this if you email support@2talk.com.

Alarm Monitoring
If your alarm is monitored it may connect to your monitoring company using a standard phone line. If it currently connects via it's own dedicated line we recommend leaving that line with your current provider. Alternatively your monitoring company (or others) can monitor your alarm via either the Internet, or using a wireless network. We recommend using one of these alternate methods of connection to your monitoring company if you are currently connecting via a phone line.

Credit/Debit Card Machine

Most modern credit card machines can operate via the Internet. Even though they *can* connect via the Internet many operators still connect machines to a standard analogue phone line. The disadvantage of this is that you have to wait every time you perform a transaction for your machine to *dial up* the bank. Not only is this time consuming but it uses a phone line and associated call minutes. Once connected via your local area network (LAN) transactions will be almost instantaneous saving you valuable time – and it will no longer required a phone line, saving you money. We recommend connecting your credit card machine via the Internet as it may not work using a voice over IP line. If your current machine cannot be connected via the Internet we recommend speaking with your provider to upgrade to one that does.

Postage Meter

Some postage meters add credit using an analogue phone line. If you postage meter currently connects via a phone line we recommend checking with your provider to see if you can connect it to a PC or directly to your local area network (LAN) for adding credit. In many cases your existing machine can connect via a PC or directly via your LAN to the Internet – if it cannot, we recommend upgrading to one that does as your machine may not be able to add credit using a voice over IP line.

3. Router and firewall

Router make and model:	
Router Firmware version:	
Firewall make and model:	
Firewall Firmware version:	

Some routers and firewalls work better than others with VOIP. Just knowing the information above will help us if there are any issues. We recommend working with your technician / IT support person to ensure VOIP traffic is given absolute priority in Quality of Service (QoS) settings on your router if QoS is available. For more information on our customers experiences with various routes please review "Routers that customers and partners have recommended" – available from your sales agent, support@2talk.com.