

## VOIP for Remote Users

Contributed by Administrator

It's very important for a remote user to have some basic determination of whether their network and Internet connection has the basic "ability" to host a VOIP connection.

Take for example a single remote user, a "road warrior" type, who runs a software based phone on his/her laptop and occasionally connects to the main PBX back at the office to use the phone system. In this case, it's a good idea for the remote user to have their own "visual" example of what kind of expectations to have for using this software.

If the remote user has this site bookmarked, it's a splendid example of how the user can easily run the test on this site to get a "hands on" indication for the network they are connected to. Whether they run this before they connect or after they experience a problem, it helps answer what to expect BEFORE they start calling your phone system administrator or network person to say "why doesn't this work"?

We ran into a problem with a remote user trying to call out from an overseas connection to a PBX, and after digging through the VPN logs, we found the IP address they were coming through. With latency of 200ms minimum - 380ms maximum, dropping packets too. This explained a lot. Running the below test would be expected for any remote users to "self diagnose" problems or test the capability of a connection before they start to use their phone software.

<http://myvoipspeed.visualware.com/>