

Softphone - data network quality when using the softphone

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Solution (public)

Consideration of the data network quality when using the softphone

Like any real-time service in the data network (video, audio), telephony via VoIP is also dependent on the quality of the data network used.

Therefore, when using the softphone, please note that trouble-free operation can only be guaranteed if the underlying transport medium is of sufficient quality (LAN/Ethernet cable, WLAN, mobile network, DSL connection for mobile working).

This also applies in particular to roaming - i.e. moving and switching between WLAN access points or between WLAN and the mobile network. It can then lead to dropped calls, missing audio or completely interrupted calls or inaccessibility.

The best quality can be expected when connecting the workstation PC to the TU Dresden campus network via LAN cable (data socket).