

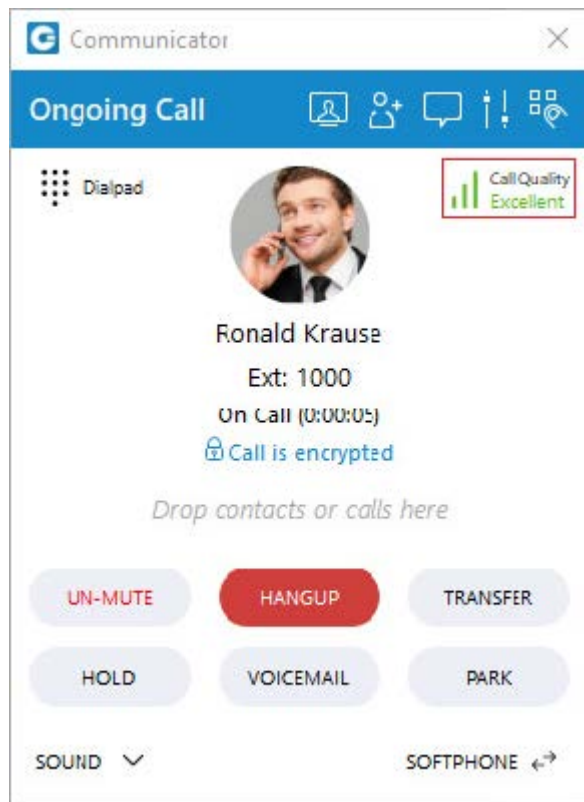
Communicator – Call Quality Feature 6.7.1 & Above

Call Quality Metrics provide the user with details about the call and network quality during a call.

These details include information like:

- MOS Score
- Round Trip Time
- Packet Loss
- Jitter

In a word, it helps with troubleshooting potential network issues during a call. During a call, a Call Quality indicator will appear in the upper right corner of the call window, giving rough information about the call and network quality. The Call Quality window will appear by clicking on it, providing more detailed information about MOS Score, Round Trip Time, Packet Loss, and Jitter.



The screenshot shows the 'Call Quality' diagnostic window in Microsoft Communicator. The title bar says 'Call Quality' and 'Ronald Krause'. The window contains a table with the following data:

Metric	Value
MOS Score	4.37 (Excellent)
Round Trip Time	59.52 ms
Packet Loss	0.00%
Jitter	0.25 ms

To export this information, click on the Open call quality diagnostic logs. By default, this option is disabled, and to enable it, please navigate to Preferences -> Phone -> Advanced and check the Enable call quality metrics logging.

No data to show.

In order to show or export data, please enable "Call quality metrics logging" in Preferences->Phone->Advanced.

The screenshot shows the 'Preferences' window with the 'Advanced' tab selected. The 'SIP Transport' section contains the following settings:

- ☒ Use settings from server (recommended)
- TLS/SRTCP (dropdown menu)
- Register every: 300 seconds
- Local SIP port: (empty field) (Leave empty to use any available port)
- ☒ Send keep alives
- ☒ Enable QoS (Quality of Service)
- ☐ Enable call quality metrics logging (highlighted with a red box)

At the bottom, there is a red text note: "Changes on this page will apply next time you Log In, and they apply to the softphone." and buttons for "OK" and "Cancel".

After enabling it, under the Call Quality tab within the Diagnostic Logs, the user will be presented with the Call Quality information for the last 50 calls. To export the Call Quality information, the user needs first to select the call from the drop-down menu for which they want to create a report and click on the Export call quality report button.

