

Call Quality Issues

? Unknown Attachment

Introduction

If the analysis leads to a Call quality issue, as a bad voice quality or a sudden, unwanted call interruption, then we are mostly facing a **Network problem**.

First Level

First thing to make sure is that the User's network is working at the expected quality.

Thus we ask the user to check the [Report Call Quality Indicator](#) during the [Call to the Echo Service](#). If the Indicator goes Orange or Red, then the User is experiencing a Network issue. This can be caused by many factors, for example the current position, some operator issue on the radio link, some configuration in the Wi-Fi LAN. All this possibility must be listed and checked in the form described in the Incident Description. Try to change the current User position in space and/or [change his/hers network type](#) and perform the previous test again.

If still the Call has issues, then [collect the Logs](#) and [escalate](#) to your Upper level.

If the Quality indicator goes green, then the User Network is probably fine, so we ask the User to perform again a [Call to the desired number](#) and Reports the [Call Quality Indicator](#). If it goes green and the User reports a good Call Quality, then the Incident is closed with a [Not an Issue](#) or a [Temporary Network Problem](#).

If the User experiences again a bad call quality and/or the Call Quality Indicator goes Orange/Red, then the problem is probably on the Server's Network side. Thus we need to [collect the Logs](#) and [escalate](#) to our Upper level.

Second Level

As said, once we got here we are mostly sure we're experiencing network issues on the server side. These issues can be directly related to the Network uplinks and their configuration or just be a server services malfunctioning's side effect. To settle the question about where it occurs, we need to first perform a [Server services' check](#). If the Services pass the tests, then we can focus on the [PSAM 3.4 Check Network Status](#), to understand if some communication issue are causing the Incident.

If any of the previous checks didn't lead to a solution or to identify a cause of the Incident, then our last resource is to [Analyze the Client's log](#) and control if some warning messages arise or if the SIP communication is correct.

Once none of the above help us, we must escalate to the third level.