VoIP Test Soft Client User Guide

Version 5
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The VoIP Test Soft client is windows-based software which mimics a real VoIP phone system running inside your network. The soft client may be configured to test 1 or more phone lines, using different VoIP compression algorithms, and will provide an overall score along with useful metrics on the number of good, medium and bad VoIP calls expected over your network.

The VoIP Test Soft Client is utilized when a VoIP Test Appliance is either unavailable, unnecessary or undesired.

Overview

The VoIP Test Soft Client makes a series of test calls (at no cost to you) to the VoIP network, and measures the quality of each call. Measurements include the amount of packet loss, delay, and jitter present during that call. While the test is running, it will provide real-time feedback on the quality measurements directly on your screen.

The soft client may be configured to use any set of firewall ports you desire. Utilize the soft client on standard VoIP ports if you are not currently running a VoIP system, or shift to different ports to not interfere with your existing VoIP solution.

If you experience any problems downloading or installing the soft client, please contact support.

System Requirements

The soft client is designed to work on standard Windows computers. For a more comprehensive list see below:

| Operating System	Compatibility	Known Issues
Windows 10	Yes	None
Windows 8.1	Yes	None
Windows 8	Yes	None
Windows 7	Yes	None
Windows Vista	Yes	None
Windows XP	Yes	None
Windows 2003 & 2008	No	May work on later service packs, but is unsupported
Mac	No	Does not support running in Windows using BootCamp or virtualization software

When selecting the computer on which to install this application, keep the following in mind:

- Use a computer that can remain powered on for the duration of the test. (usually at least three business days) Power settings must be set to prevent the computer from suspending or hibernating.
- Do not use a computer used by multiple users.
- The computer must be attached to the same network your phone system is using.

Installation

You will receive an email which includes a link to the soft client application. Download the installer to the computer in an easy to find location, such as the desktop. Once the download is done, begin the installation by running the **VoIPTesterSetup_v5.0.exe** program.

First select the language you would like to use with the program.
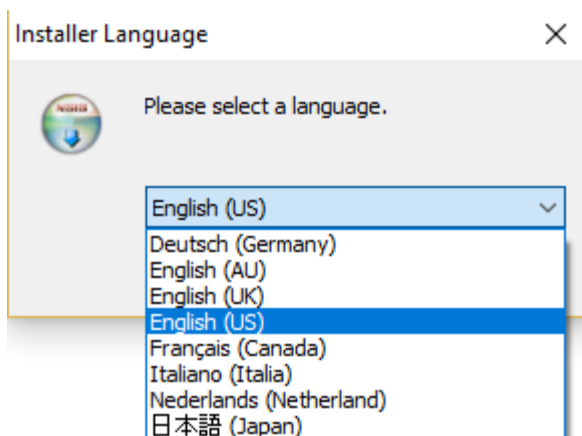
You will only need to install this application once. After the installation has completed, the soft client can be launched by double- clicking on the desktop icon.

If you experience any problems downloading or installing the soft client, please contact support.

Running the Soft Client

The first time you run the soft client application, you may receive a warning from Windows Firewall. By default, Windows protects you from running applications that try to communicate using your Internet connection. For this application to work, it must be able to connect with the VoIP network. If you receive this message, click **Unblock** or **Allow Access**.

*If you have additional firewall software installed, you may see other warnings. Please refer to your firewall software help documentation for creating the proper exception rules.

Starting the Test

To begin the test, you will need to have your Test Code handy. This code can be found in the email you received.
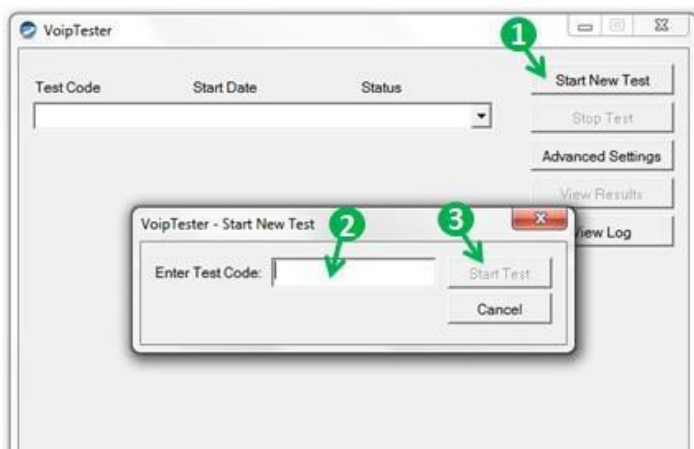
1. Click on **Start New Test**

2. Enter in the Test Code, including the dash

3. Click on **Start Test**

Once the test starts, you can minimize the application to your system tray.

The application needs to be left

running until the test has completed. Please do not shut down or log off the computer.

Once the test begins, an email will be sent to the email addresses in the test case. Each change in the status of the test will also generate an email, and you will be notified if the test passes or fails.

Troubleshooting

If you experience any errors while running the test, complete the following:

- ✓ Verify that your internet connection is active, and you can go to any website on the computer that is running the soft client

- ✓ Add an exception rule to your firewall to allow the soft client application to communicate with the VoIP network

- ✓ Confirm that you have typed in the test code correctly (including the dash) from the email you received

Soft Client Advanced Settings

The VoIP Test Soft Client may be configured to use custom SIP and RTP ports so as not to interfere with existing VoIP solutions while running a test. By default, the soft client will search for a free source SIP port between UDP ports 5678 and 6677, as well as find free source RTP ports between UDP ports 50,000 and 60,000. If these source ports are already in use, new unique values may be entered by clicking the **Advanced Settings** button.

Several other useful features are found within Advanced Settings:

- Disable Sleep: this feature will prevent Windows from going to sleep and thus stopping the test

- Start Automatically: tells the soft client to automatically start a test back up again should it be shut down accidently

- Select Network Interface: allows for selection of a specific network interface should the PC have multiple

Should your firewall require the knowledge of specific destination ports for the soft client, please utilize the following information. Depending on the server selected in the test case, the appliance may be communicating with one of the following servers:

Server Name	Server Location
US: East Coast	voiptest.ny.telecomsvc.com
US: West Coast	voiptest.sea.telecomsvc.com
UK: London	voiptest.uk1.telecomsvc.com
Germany: Frankfurt	voiptest.euc1.telecomsvc.com

Australia: Sydney	voiptest.aps2.telecomsvc.com
Japan: Tokyo	voiptest.apn1.telecomsvc.com

For troubleshooting and reference, the appliance utilizes the following ports and protocols:

Packet Type	Source UDP Port(s)	Destination	Destination UDP Port(s)
SIP	5678 – 5777	voiptest.sea.telecomsvc.com	6050
RTP/RTCP	50000 - 55000	voiptest.sea.telecomsvc.com	30000 - 60000
SIP	5678 – 5777	voiptest.ny.telecomsvc.com	6050
RTP/RTCP	50000 - 55000	voiptest.ny.telecomsvc.com	30000 - 60000

*If you have additional firewall software installed, you may see other warnings. Please refer to your firewall software help documentation for creating the proper exception rules.