

Dear reseller,

One of our XeloQ resellers in Spain did some very good research to get the voice quality better for **LinkSYS PAP2** products.

The reason for this research was voice-quality issues related to local networks / internet connections that had higher latency/delays and other instable circumstances.

The overall call quality improved SIGNIFICANT and his customers are satisfied with this solution.

Read carefully and exercise yourself to see if it can help you and your customers too!

As stated in our terms + conditions: this is completely done at your own risc and XeloQ Communications does not take any responsibility if things might go wrong here. Please take note! The given description has also not been tried by our support-team yet.

Improving Call Quality on LinkSys PAP2

After hours on the phone with Linksys and our own trial and error, we believe we have finally found the best configutation for a PAP2 on the XeloQ system. By the way all the problems I was having yesterday have been resolved thanks to a tip from Linksys which they 'forget' to mention on any documentation!

--> After any firmware upgrade on a PAP2 the unit must be reset to factory defaults and reconfigured from scratch!!!!

The following applies to the PAP2-T. I suspect other models will be similar ie: PAP2-NA etc. but we have not tried them.

It might even work on LinkSys products that have similar firmware (like SPA9x1, SPA2102 etc.....try at your own risc).

Steps to take:

- Power cycle the PAP2 and upgrade to firmware 5.1.3 from www.linksys.com
- Reset unit to Factory defaults (**** 73738# 1)

Now: settings to change from default other than the usual account and proxy details:
Go to --> Admin - advanced -Sip (and use the next settings)

- Keep RTP ports to a small range; we use 5002 - 5008 (works great)
If left on factory defaults 1 in 10 calls is just noise.....

- Packet size 0.020 (Default 0.030)

- Disable all codecs other than g729 but *do not tick Preferred codec only* (otherwise inzone trouble, don't know why but it's true).

Looking at logs it appears the pap2 uses g711 until codecs are negotiated but only for inzone calls
(G711 cannot be disabled in PAP2 unless you tick the preferred codec only)

- Disable all fax options (not sure how or why but it improves call quality) there are a lot of posts about this on the net so we are not dreaming.

General settings:

Always use Fixed IP if possible and at least one public DNS server.
If behind a router port forward sip ports 6060 & 6061

Linksys also recommend ports 53 and 69 but this has no effect as far as we can tell

The latest firmware improves call quality a good deal!

Good Luck!
Support Team XeloQ Communications