

# Call Quality Troubleshooting

This article is intended for clients administrators managing and troubleshooting end user issues

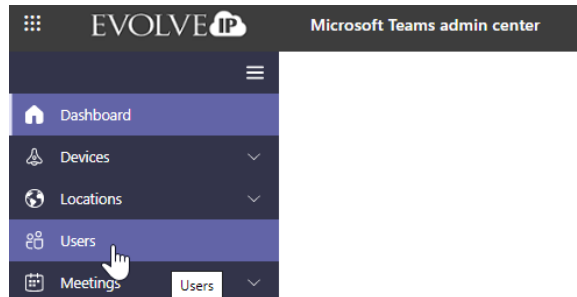
**Overview:** How to troubleshoot issues with Call Quality using MS Teams Admin Center - Call Analytics

[Use Call Analytics to Troubleshoot Poor Call Quality](#)



**Step 1: Go to Microsoft Teams Admin Center**

**Step 2: Select USERS from the Admin Panel**



**Step 3: From the search bar: Type in the user info (Display name = first and last name, Username = email, Phone Number = Evolve Teams DID)**

Display name	Username	Phone number	Location	Phone assigned	Directory status	Audio conferencing	Phone system
c800test123	c800test123@evolveip.net		United States	3 global, 1 per user	Online	OFF	OFF
EP TDR Tester 1	ep-tdr1@evolveip.net		United States	4 global, 2 per user	Online	OFF	On
EP TDR Tester 2	ep-tdr2@evolveip.net		United States	3 global, 1 per user	Online	OFF	On
EC000test TestAddress	EC000test@evolveip.net		United States	3 global, 1 per user	Online	OFF	OFF

**Step 4: Select Call history**, and then select the call or meeting that you want to troubleshoot.

[blocked URL](#)

**Step 5: Select the Call in question to get the OVERVIEW of the Call**

Start time	When	Participants	Duration	Activity type	Client	Audio quality
Jan 27, 2020, 12:15 PM EST	2 days ago	📞 +1804837****	00:04:32	Call	Multiple	Good

## OVERVIEW CALL DETAILS

### A. MS Teams to MS Teams Call

**Jan 23, 2020, 12:11 PM EST**

OverviewAdvancedDebug

**John Wesselman**  
jwesselman@evolveip.net

**Sanjeevi Ashokkumar**  
saashokkumar@evolveip.net

Complete  
00:05:00

Audio quality  
Good

DeviceSystemConnectivityNetworkConnectivitySystemDevice

**Network stream from Sanjeevi Ashokkumar to John Wesselman**

Average round-trip time	69 ms
Maximum round-trip time	124 ms
Average jitter	3 ms
Maximum jitter	15 ms
Average packet loss rate	0.23%
Maximum packet loss rate	2.97%

<div>  John Wesselman <div>  Sanjeevi Ashokkumar </div> </div>		
<b>Audio capture device</b>		
Device name	Chat 50	PLT V8200 Series
Device driver	Microsoft® 10.0.17763.1	-
<b>Audio render device</b>		
Device name	Chat 50	PLT V8200 Series
Device driver	Microsoft® 10.0.17763.1	-
<b>Network stream from John Wesselman to Sanjeevi Ashokkumar</b>		
Average round-trip time	68 ms	
Maximum round-trip time	121 ms	
Average jitter	1 ms	
Maximum jitter	17 ms	
Average packet loss rate	0.00%	
Maximum packet loss rate	0.00%	

B. MS Teams to Outside Caller (cell phone, VoIP line)

Jan 22, 2020, 4:17 PM EST

Overview	Advanced	Debug
<div> <div> <div> <b>Sanjeevi Ashokkumar</b>  sashokkumar@evolveip.net </div> </div> <div> <div>Complete</div> <div>00:01:53</div> <div>Audio quality</div> <div>Good</div> </div> <div> <div>+1610263****</div> </div> </div>		
Device	System	Connectivity
	Network	Connectivity
	System	Device

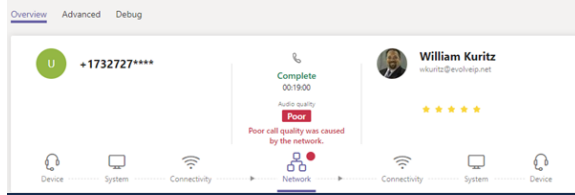
<b>Network stream from +1610263**** to Sanjeevi Ashokkumar</b>	
Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average jitter	9 ms
Maximum jitter	13 ms
Average packet loss rate	0.07%
Maximum packet loss rate	1.37%

<b>Network stream from Sanjeevi Ashokkumar to +1610263****</b>	
Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average jitter	4 ms
Maximum jitter	9 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.00%

<b>Outbound network</b>	
Average jitter	4 ms
Maximum jitter	9 ms
Average round-trip time	54 ms
Maximum round-trip time	65 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.00%
Compressed sample ratio	0.71%
Concealed sample ratio	0.15%
Stretched sample ratio	0.47%
Payload type	104
Payload description	SILKWide
Sample rate	16.000 Hz
Audio FEC used	No
Stereo encoding	0%

## C. Outside Caller (cell phone, VoIP line) to MS Teams

Jan 23, 2020, 11:19 AM EST



Network stream from +1732727**** to William Kuritz	
Average round-trip time	12194 ms
Maximum round-trip time	28749 ms
Average network degradation	0.04996347 MOS
Maximum network degradation	0.1194234 MOS
Average jitter	3 ms
Maximum jitter	13 ms
Average packet loss rate	0.22%
Maximum packet loss rate	0.00%

Network stream from William Kuritz to +1732727****	
Average round-trip time	19 ms
Maximum round-trip time	209 ms
Average network degradation	0.002061367 MOS
Maximum network degradation	0.00716424 MOS
Average jitter	4 ms
Maximum jitter	15 ms
Average packet loss rate	0.02%
Maximum packet loss rate	1.35%

Inbound network	
Average network degradation	0.002061 MOS
Maximum network degradation	0.007164 MOS
Average jitter	2 ms
Maximum jitter	3 ms
Average round-trip time	12194 ms
Maximum round-trip time	28749 ms
Average packet loss rate	0.00%
Maximum packet loss rate	0.51%
Maximum compressed samples	64
Compressed sample ratio	0.01%
Concealed sample ratio	0.01%
Stretched sample ratio	0.01%
Payload type	0
Payload description	PCMU
Sample rate	8.000 Hz

## D. Advanced-Data Export Review

[Call analytics export report\\_PSTNtoMSTeams.xlsx](#)

Jan 23, 2020, 11:19 AM EST

Overview [Advanced](#) [Debug](#)

 +1782727\*\*\*\*

 William Kurte

Outbound audio stream

Send to user	0	0
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System

Name	WFO000010	WFO000010
Operating system	Windows 10.0.18362.144	Windows 10.0.18362.144
IP address	10.0.183.16	10.0.183.16
CPU	Intel(R) Xeon(R) CPU E5-2673 v4 @ 2.40GHz	Intel(R) Xeon(R) CPU E5-2673 v4 @ 2.40GHz
CPU speed	200%	200%
CPU cores	8	8
Virtualization platform	Hyper-V	Hyper-V