

Check Call Connection and Quality

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Having trouble with your connection on an active voice or video call using 8x8 Work? Monitor your call connection, find out your quality score, and see statistics about your connection. Quality can be determined by the following:

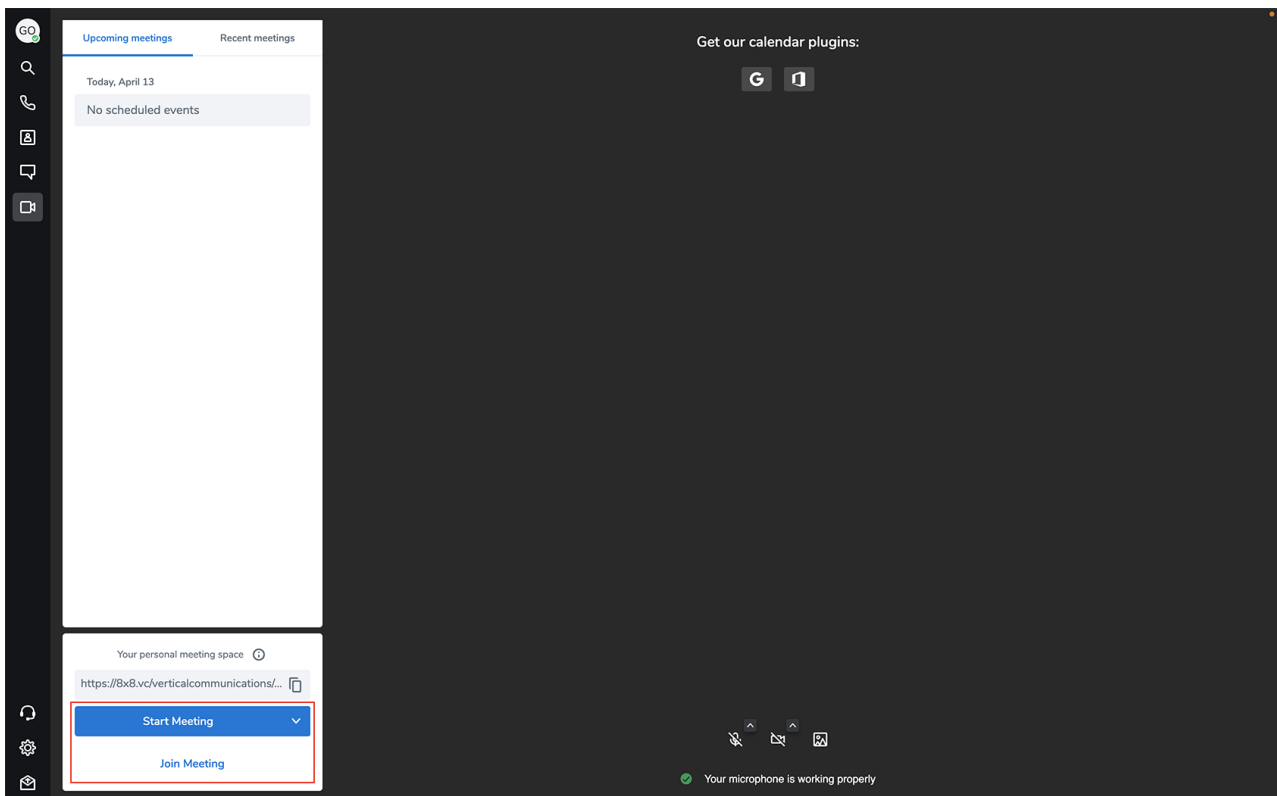
- Quality score (inbound and outbound)
 - Good: Greater than 98%
 - Average: Between 98% and 96%
 - Poor: Less than 96%
- Packet loss rate (inbound and outbound)
- Codec used for the call
- Average jitter

If your call quality isn't what you'd like, reach out to Vertical Support.

8x8 Work - Desktop

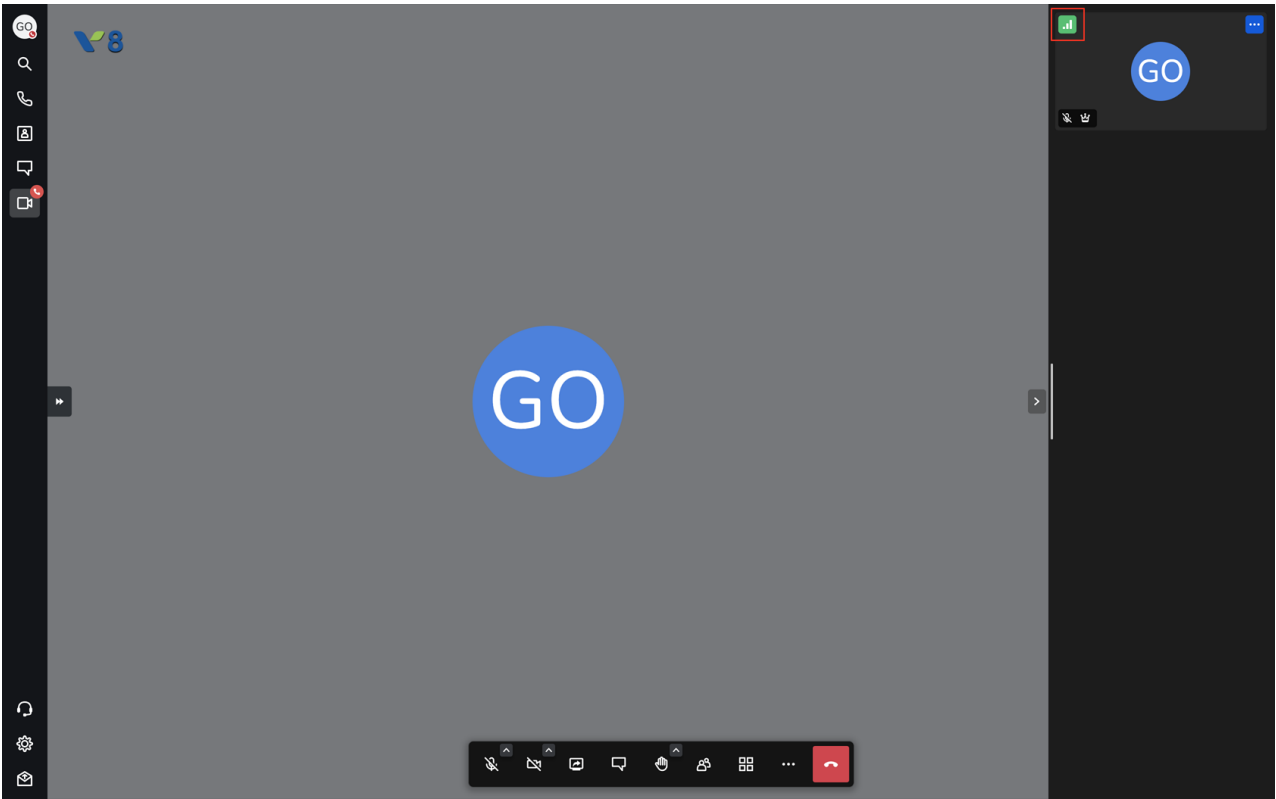
Step 1:

Join a call or video meeting.



Step 2:

While on an active call, click on the green quality indicator.



Step 3:

Check the status of your connection and quality statistics.

