VoIP Latency Troubleshooting Checklist

If you are experiencing latency on VoIP calls, work through this checklist from top to bottom. The most common causes are at the top.

01

Check Internet Speed & Stability

Run a speed test and a ping test to your VoIP provider's server. If you are seeing high ping or packet loss, the problem is likely with your internet connection or ISP, not your VoIP configuration.

02

Enable QoS on Your Router

QoS rules tell your router to prioritize VoIP traffic over other data types. Without QoS, a large file download or video stream can crowd out your voice packets and create noticeable latency.

03

Switch Wi-Fi to Wired Ethernet

If the affected user is on Wi-Fi, try a wired connection. This alone often resolves latency caused by wireless interference or a weak signal.

04

Check for Peak-Hour Congestion

Run your latency tests during the busiest time of day, usually mid-morning. If latency is only bad during these windows, you may need a faster internet plan or better bandwidth management.

05

Close Bandwidth-Heavy Applications

Pause cloud backups, video streaming, or large file transfers while calls are active. These compete directly with VoIP traffic for available bandwidth.

06

Review VoIP Codec Settings

G.711 offers high quality but uses more bandwidth. G.729 compresses audio more, which can help on slower connections but may introduce slight processing delay. Check with your provider whether switching codecs is an option.

07

Check Distance to VoIP Server

If the nearest server is geographically far from your office, every call will have a higher baseline latency. Ask your provider whether they have a closer regional server or point of presence.

08

Disable SIP ALG on Your Router

SIP ALG (Application Layer Gateway) is a common source of VoIP problems. It is designed to help VoIP traffic pass through NAT but often causes more issues than it solves. Disable it in your router settings and test again.

09

Update Router & VoIP Firmware

Outdated firmware can affect how your router handles QoS and voice traffic. Check the manufacturer's website for the latest updates and apply them.

10

Contact Your ISP

If you have worked through all of the above and latency remains high, the issue may be on your ISP's network. Ask them to run a line quality test and check for congestion or faults on your connection.