

Small Business VOIP Router: Choppy Line when Making a Call

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. What can I do if I get a choppy line while making a call using a Cisco Small Business VoIP Router?

A.

The Quality of Service (QoS) ensures better service to high-priority types of network traffic, which may involve demanding and real-time applications, such as Internet phone calls or videoconferencing. If you get a choppy line while making a call using the WRTP54G, you need to enable QoS on the router and enable ports 256 and 512. In order to enable the VoIP ports on the router, complete these steps:

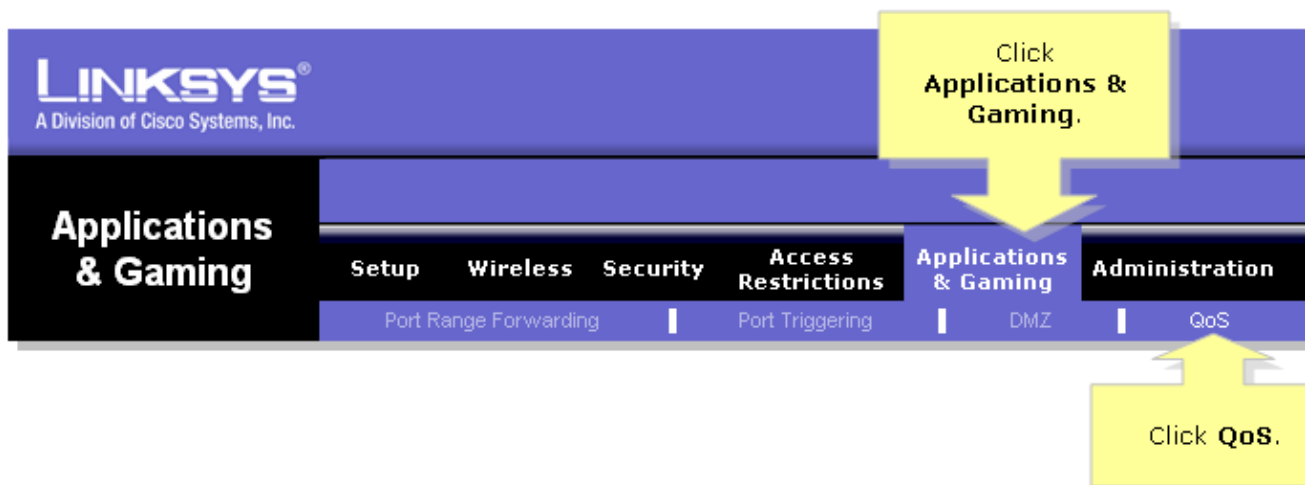
Enable Ports 256 and 512 on a Cisco Small Business VoIP Router

Step 1:

Access the router's web-based setup page. For instructions, click [here](#).

Step 2:

When the router's web-based setup page appears, click *Applications & Gaming > QoS*.



Step 3:

Look for the *Application-based QoS*, and select *Enable*.

Step 4:

Look for the Specific Port# fields and enter "256" in one field and "512" in the other, then select either *High*, *Medium*, or *Low* according to the preferred priority queue.

The screenshot shows the Linksys web interface for 'Applications & Gaming'. The 'Application-based QoS' section is active. A yellow callout box points to the 'Enable' radio button. Another yellow callout box points to the 'Specific Port#' input fields, with instructions to enter '256' and '512'. The table below shows priority settings for various applications.

| Priority | High | Medium | Low |
|----------------|-----------------------|-----------------------|----------------------------------|
| FTP | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| HTTP | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Telnet | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| SMTP | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| POP3 | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Specific Port# | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Specific Port# | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Specific Port# | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Buttons at the bottom: Save Settings, Cancel Changes

Step 5:

Click **Save Settings**.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)