

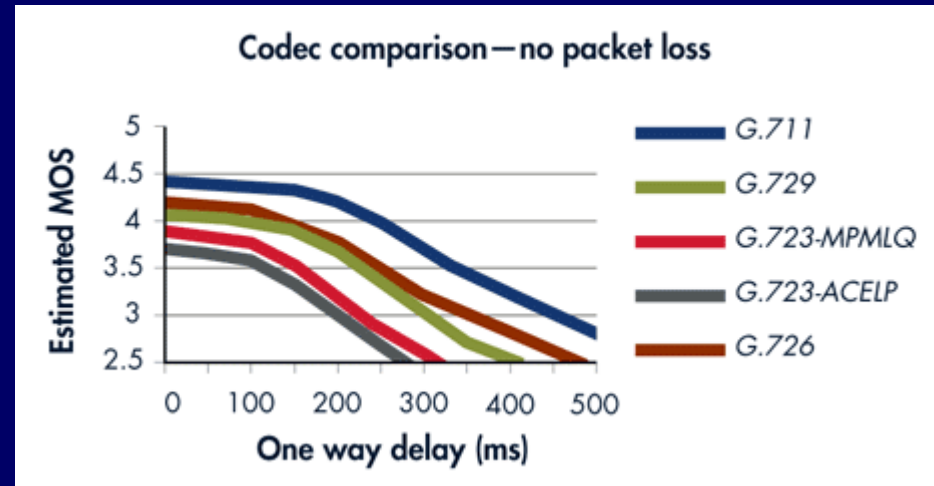
Voice over the WAN

- Three parameters for Voice

- Packet Loss, Latency, Jitter

- Codec choice also comes into play

- Effect of latency on voice quality 



- Latency does not affect the quality of the sound, it affects the quality of the conversation. Interaction becomes more like a walkie-talkie as delay increases. Hard to interrupt, hard to feel connected.

Packet Loss & Jitter

- Packet Loss affects voice
- Greater degradation with codecs that have more compression
- Video is highly compressed, degrades quickly
- Excessive Jitter appears as packet loss
- Endpoints compensate with a jitter buffer
- Packets exceeding buffer are dropped

