A Quality of Service (QoS) ensures that your network infrastructure can support the tools you're using, like IPVideoTalk. Here's how to make sure you have the proper bandwidth for your IPVideoTalk plan.

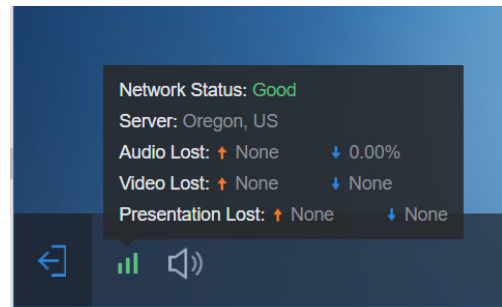## What kind of bandwidth do I need?

To have the best experience when using any video conferencing platform ensure that your home office, work place, etc has the proper speed for the platform you are using. The simple table below shows how many kilobits per second you need for IPVideoTalk depending on your plan.

	Small Business	Standard	Pro	Plus
Audio	90 Kbps			
Video	1500 Kbps			2000 Kbps
Screen Sharing	450 Kbps			

Checking for Packet Loss, verifying your connection speed

Packet Loss

Some signs of packet loss may be unclear audio, distorted or no video, or the inability to screenshare. If you are seeing "Network unstable," at the bottom left of your screen this means your connection is not strong enough. To check for packet loss, hover over the network icon. If the icon is green, the network is strong if the icon is red, you are experiencing packet loss and having internet connection issues. If you are experiencing packet loss, test your internet speed and check your connection.

This can be accessed on the bottom left of your screen while using IPVideoTalk.

Internet Speed

To check the speed of your internet connection when using the web plan, go to beta.speedtest. net. This website will read your upload and download speeds for you in Mbps. If you are working in an office environment, you may need to check several times a day to get an accurate reading—this is because the speed going to your personal device is affected by what others using the same connection are doing on the internet.

Make sure that your provider package matches the package selected for the number of users in your environment as well as what is needed to use IPVideoTalk. If you are having persistant connection issues work with your provider or IT Team to ensure that the internet packaged purchased is right for you.