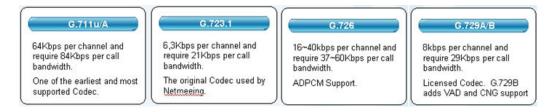1. **The first step is try to use a codec that use lower bandwidth.   Please refer to the graph below for bandwidth requirement in different codec:**

G.711u/A	G.723.1	G.726	G.729A/B
64Kbps per channel and require 84Kbps per call bandwidth. One of the earliest and most supported Codec.	6,3Kbps per channel and require 21Kbps per call bandwidth. The original Codec used by Netmeeing.	16~40kbps per channel and require 37~60Kbps per call bandwidth. ADPCM Support.	8kbps per channel and require 29Kbps per call bandwidth. Licensed Codec. G.729B adds VAD and CNG support

2. **Please follow the trouble shooting steps below for guidance**

Select a Codec that use less Bandwidth

Open DMZ on your router to your SIP device

Change the DTMF Encapsulation Method

Setup STUN or Outbound Proxy Server Information

Contact your ISP about SIP packet blocking

Consult with your ITSP about Down Time issues