

How to test your Home Internet Connection for Telecommuting

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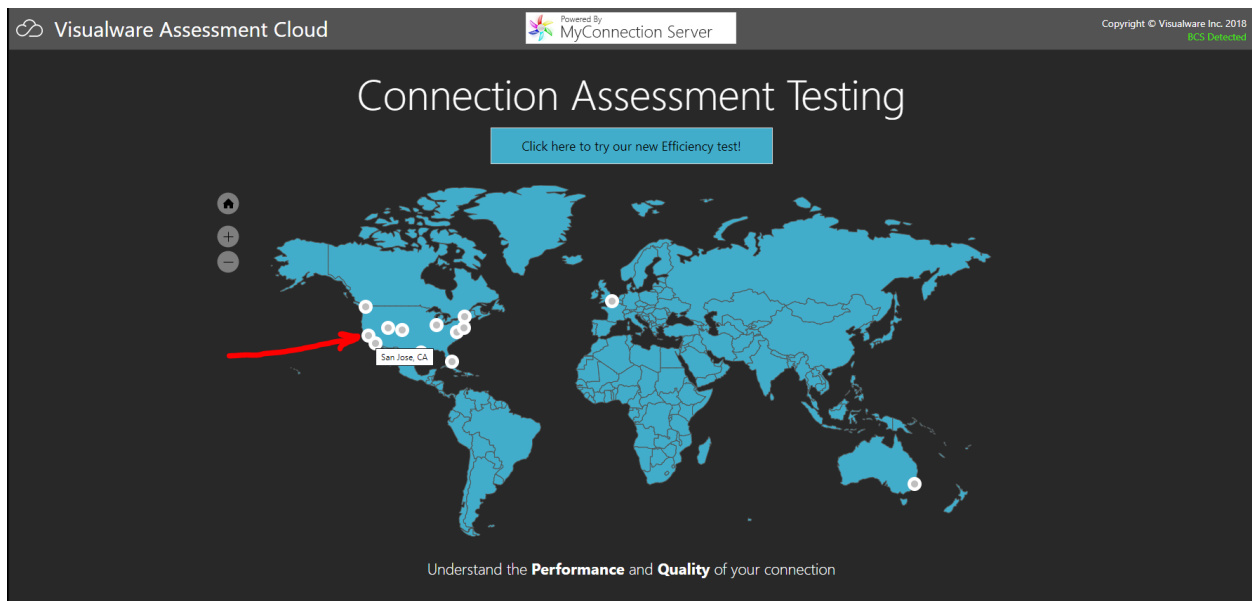
The purpose of this test is to gather information about the quality of the connection at your telecommuting site to ensure that your internet connection will provide sufficient quality for calls coming in through Five9 VCC (the call system we use at NJ 211).

One note before running the tests - do not worry about the results displayed on the test. Many of the tests may display “Warning”, “critical” or “Fail messages. We need to see the actual numeric results to determine if your internet connection is sufficient to allow you to take calls from home.

1. Open a browser tab in Chrome, and go to the following site:

<http://vac.visualware.com/>

The following screen should appear:



2. Locate the “San Jose, CA” identifier on the screen, and click on it. The following screen should now appear:

The Assessment Test is in Progress

This is a thorough test of your connection, including Quality, and will take a couple of minutes, so make sure your seat backs are in their upright position and prepare for results.



San Jose, CA



Quality Assessment (In Progress)



Capacity Quality Assessment



VoIP Assessment

[Frequently Asked Questions](#)

- The internet tests start automatically, and will take 2-5 minutes to run.
- Once completed, the following screen should appear:

Connection Assessment Report

Quality and Performance results are detailed below.

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Location	San Jose, CA	
Throughput: 88.5%	Warning	⌵
Efficiency: 90.7%	Pass	⌵
RTT Consistency: 77.3%	Warning	⌵
Max Delay: 86ms	Critical!	⌵
Packet Failures	Pass	⌵
Packets Out of Order	Pass	⌵
VoIP Average Jitter: 0.30ms	Pass	⌵
VoIP Packet Loss: 0.6%	Critical!	⌵
VoIP MOS: 3.5	Warning	⌵
Advanced Results		⌵

This is the summary of the tests.

- Take either a screenshot or photo of this screen.
- Next, click on the arrow to the right of the “Advanced Results” section to list the extended results. The screen should look similar to the one below:

Packets Out of Order	Pass	⌵
VoIP Average Jitter: 0.40ms	Pass	⌵
VoIP Packet Loss: 0.8%	Critical!	⌵
VoIP MOS: 3.2	Critical!	⌵
Advanced Results		⌴

Standard Results		Capacity Results	
Down Throughput:	6.92Mbps	Down Sockets:	10
Up Throughput:	7.05Mbps	Down Throughput:	67.04Mbps
Down Service Quality:	68.6%	Route Speed * Sockets:	78.25Mbps
Up Service Quality:	95.9%	Line Speed:	119.43Mbps
Route Speed:	7.83Mbps	RTT Min/Max/Avg (ms):	68/103/79
Line Speed:	80.64Mbps	Forced Idle:	92%
RTT Min/Max/Avg (ms):	67/87/79	Max Pause:	77ms
Forced Idle:	88%	Average Pause:	2ms
Max Pause:	68ms	Select Quality Metrics	
Average Pause:	13ms	Packets Retransmitted:	0
Select Quality Metrics		Bytes Retransmitted:	0
Packets Retransmitted:	0	Packets Out of Order:	0
Bytes Retransmitted:	0	Bytes Out of Order:	0
Packets Out of Order:	0	Packets Out of Win:	0
Bytes Out of Order:	0	Bytes Out of Win:	0
Packets Out of Win:	0	Duplicate Packets:	0
Bytes Out of Win:	0	Duplicate Bytes:	0
Duplicate Packets:	0	Part Duplicate Packets:	0
Duplicate Bytes:	0	Part Duplicate Bytes:	0
Part Duplicate Packets:	0	Bytes Lost:	0
Part Duplicate Bytes:	0	VoIP Results	
Bytes Lost:	0	Max/Avg Up Jitter (ms):	1.60/0.40
		Max/Avg Down Jitter (ms):	15.80/0.30
		Up Order/Loss:	100.0%/0.8%
		Down Order/Loss:	100.0%/0.0%
		MOS Score:	3.2



- Take either a screenshot or photo of this screen as well.
- Send these pictures to **Sue Ross** ([sross@nj211.org](mailto:cross@nj211.org)) who is coordinating volunteer intake at this time. Sue will pass the results on to our IT department so that they can help determine if your internet connection is of sufficient quality to enable you to successfully volunteer in this capacity. Once a determination has been made, Sue will contact you to let you know the next steps to be taken. Thank you!