How to fix jitter on Yealink and Cisco phones

Applies to VoipNow 3 and higher!

Jitter is a variation in packet transit delay caused by queuing, contention, and serialization effects on the path through the network. It usually occurs in higher levels on slow or heavily congested links. If no transfer is involved, jitter cannot be noticed. Yet, if a transfer occurs (via a Queue extension, an IVR extension or even with an Incoming call rule), one will notice a few seconds of audio delay.

Some phones can bypass this delay without problems. Some models require adjusting the Jitter settings (in case the phone has any).

This article describes how to fix jitter occurrences on Yealink and Cisco phones.

Yealink T2XP

Environment: VoipNow

To adjust the **Jitter Buffer** on the phone, take the following steps:

STEP 1: Navigate to **Phone Voice Jitter Buffer** and set **Type to Fixed**.

STEP 2: Set the value of **Min Delay**, **Max Delay**, **Normal Delay** to 120.

STEP 3: Click **Done**.

Cisco SPA 504G/525G

Environment: VoipNow

Look for an option called **Jitter Buffer Adjustment** and disable it.

Related articles

- How to fix jitter on Yealink and Cisco phones
- How to set up Cisco 7940/7960 SIP phones to connect to VoipNow
- How to set up Cisco/Linksys SPA phones to connect to VoipNow
- Troubleshooting choppy sound in MOH files played over the phone
- How to set up Snom 300/320/360 SIP phones to connect to VoipNow