



VQ™ Video Conferencing Bandwidth Requirements



To achieve really high quality audio and video calls, VQ sends video at 256kbps. By the time this is actually sent over the network, this ends up being closer to 350kbps.

The issue on Broadband (or ADSL) networks is that the amount of bandwidth (or what the network is capable of carrying) differs between the “uplink” (from your PC to the Internet) and the

“downlink” (from the Internet to your PC).

The “uplink” on Broadband (ADSL) networks is smaller than the downlink; we therefore have to ensure that the smaller, uplink, bandwidth is capable of carrying the information VQ will send.

If the actual bandwidth available to you is below 350kbps, then we may need to change your VQ settings to run at 128kbps. This will mean that you continue to experience high quality audio and good quality video calls. However, the clarity and definition of the video is reduced, as compared to that achieved at 256kbps.

If the actual bandwidth available to you is between 150kbps and 200 kbps, we do recommend that we change your settings to run at 128kbps. Again, this will mean that you continue to experience high quality audio and good quality video calls, but again, the clarity and definition of the video is reduced, as compared to that achieved at 256kbps.

If the actual bandwidth available to you is 100kbps, then we do recommend that we change your settings to run at 64kbps. This means that you will be able to make good quality audio calls only with no video.

Our Customer Support Team is there to help and assist you to make the best quality audio and video calls possible using VQ.

For assistance, further advice and support in running a speed test on your network, please contact VQ Customer Support.

VQ Customer Support

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Email: support@vqlive.com

VQ: VQ helpdesk