Resolving distorted VoIP Calls:

Cisco Finesse and Amazon Connect VoIP services work best with internet speeds of **25Mbps download speed** or higher.

*Please note. When speeds are lower than **25Mbps download**, users may experience distorted calls (static/choppy voices/constant disconnects whether connected to SSLVPN/Zscaler or not).*

1. While connected to the SSLVPN or Zscaler, launch the Chrome/Microsoft Edge application and visit www.fast.com to test the connection speed. If your internet speeds are above **25Mbps download** and you are still experiencing issues while connected to the SSLVPN or Zscaler, please reach out to your local tech support or the Help Desk at 562-345-9955 for further assistance.
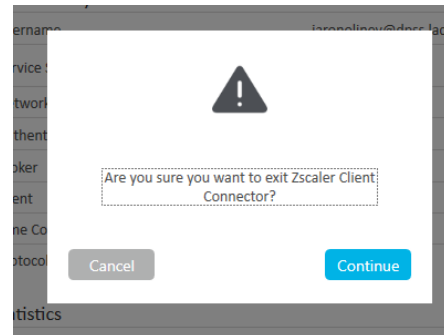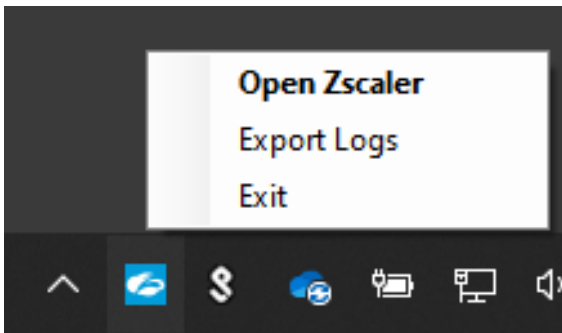

If speeds are lower than **25Mbps download**, please follow step 2.

2. Disconnect from the SSLVPN or Zscaler:

   Disconnect from SSLVPN by launching the SSLVPN shortcut and clicking the door in the top, right-hand corner of the page to sign out. You will receive a message on the page that says, "*your session has ended, please close your browser for increased security.*"
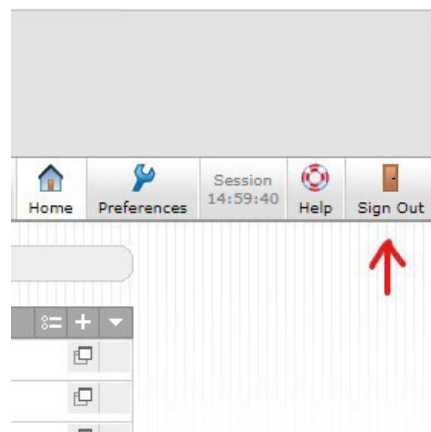
Disconnect from Zscaler by locating the blue and white Zscaler icon on bottom, right side of the task bar. Right click on the icon and click "Exit". Click "Continue" to quit Zscaler.

3. To determine if the problem lies with your home internet connection, retest your personal internet by revisiting www.fast.com. If the speeds are lower than 25Mbps download, it confirms that the issue is with the home internet connection. Below are some tips on how to resolve your slow speed issue.

    • **Reset modem by unplugging all the cables for 5 minutes.**

    • **Reconnecting all the cables and reboot your laptop / desktop workstations.**

    • **Visit www.fast.com to see if issue has been resolved. If speeds are still lower than 25Mbps download, reach out to your internet service provider for further troubleshooting.**

If your home internet speeds are above **25Mbps download** and you are still experiencing issues while connected to the SSLVPN or Zscaler, please reach out to your local tech support or the Help Desk at 562-345-9955 for further assistance.