

Network Requirements.



Jive phones require a business-class network to function properly. Use these setup requirements as a guide to make sure your network is ready for Jive.

Thank you for choosing a Jive business phone system for your enterprise. This document lists the network and Internet requirements necessary for running a Jive system, and will help you prepare your network to begin using your Jive phones right away.

Network Hardware

Routers

Jive phones are network devices which require a business-class router with a broadband Internet connection. Each phone must be issued an IP address from the router (not modem) via DHCP.

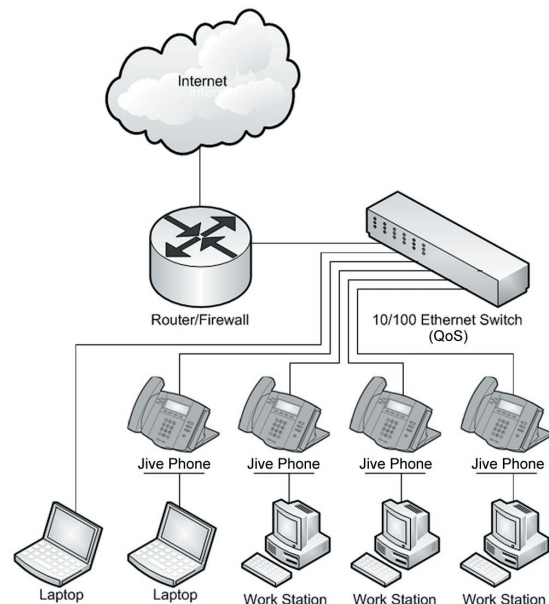
Jive recommends an Ethernet Switch capable of QoS (Quality of Service) be placed between your Jive phones and your router. A QoS switch helps ensure high-quality audio during calls.

Firewalls

Many routers include a firewall which protects your network from malicious Internet traffic. Your firewall should allow your Jive phones to access HTTP, HTTPS, and UDP traffic on your network. Please contact your network IT professional for help in configuring your firewall.

Recommended Hardware

For a list of recommended routers, phones, and switches please visit getjive.com/requirements.



Internet Connection

Internet Service Provider

All Jive phones require a valid broadband Internet connection to make and receive calls. Jive does not provide an Internet connection. Contact your Internet Service Provider (ISP) for information regarding your Internet connection.

Bandwidth

Each call on a Jive phone requires approximately 100kbps of Internet bandwidth (both upload and download).

For example, If you have a typical T1 connection (1.5 Mbs, or 1500kpbs), you can make up to 15 concurrent calls at any given time. However, in many cases both your computers and Jive phones share bandwidth, effectively reducing the amount of concurrent calls possible on your network.

Please contact your Internet Service Provider to ensure your bandwidth meets the minimum requirements for your needs.

Network Quality

If your network has insufficient hardware, or your ISP delivers poor-quality bandwidth, the following issues may occur:

Latency: The time between a network request and response. Latency should be less than 100ms to your Jive Virtual PBX. Latency greater than 150ms will result in choppy calls.

Jitter: The amplitude and frequency of your network's latency. Jitter occurs when latency jumps or spikes regularly beyond 20ms in either direction, and results in low-quality audio.

Packet Loss: Data sent from your network that is lost in transit. Packet loss should not exceed 1% on any call. Packet loss greater than 1% will result in low-quality audio or dropped calls.

Please contact your network IT professional if your network is experiencing any of these issues.

For more information, please visit <http://getjive.com/requirements> or call (866) 548-3003.