



## Technical Support Note

### Introduction to Voice Quality Monitoring in n-Command MSP

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This technical support note is intended to provide an overview for Voice Quality Monitoring (VQM) in the ADTRAN n-Command MSP server.

ADTRAN's n-Command MSP is a suite of managed services, software, and network productivity tools for ADTRAN devices running ADTRAN Operating System (AOS). The system aids IT administrators in daily network operation and configuration allowing them to quickly adapt to networking changes, make better use of limited resources, and evaluate network performance, and save time and money.

For further reference, VQM documents can be accessed from ADTRAN's Product Knowledge Base (<http://kb.adtran.com>) for setup, design, and configuration examples:

- [Configuring Voice Quality Monitoring \(VQM\) in AOS](#) (Article #2262)
- [Configuring VQM Reporter in AOS for n-Command MSP](#) (Article #3099)

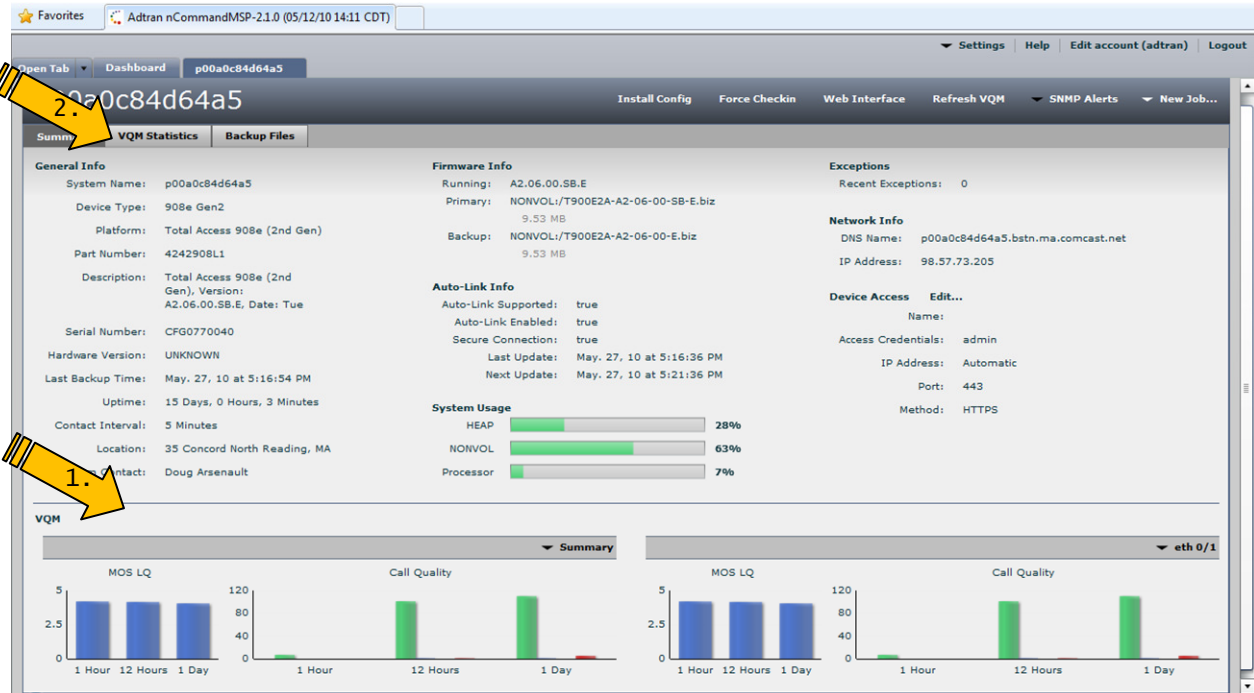
### Voice Quality Monitoring

When a call is originated or terminated on an AOS device, a number of statistics are captured and are kept for VQM. The n-Command MSP is the display and functionality of the VQM tool:

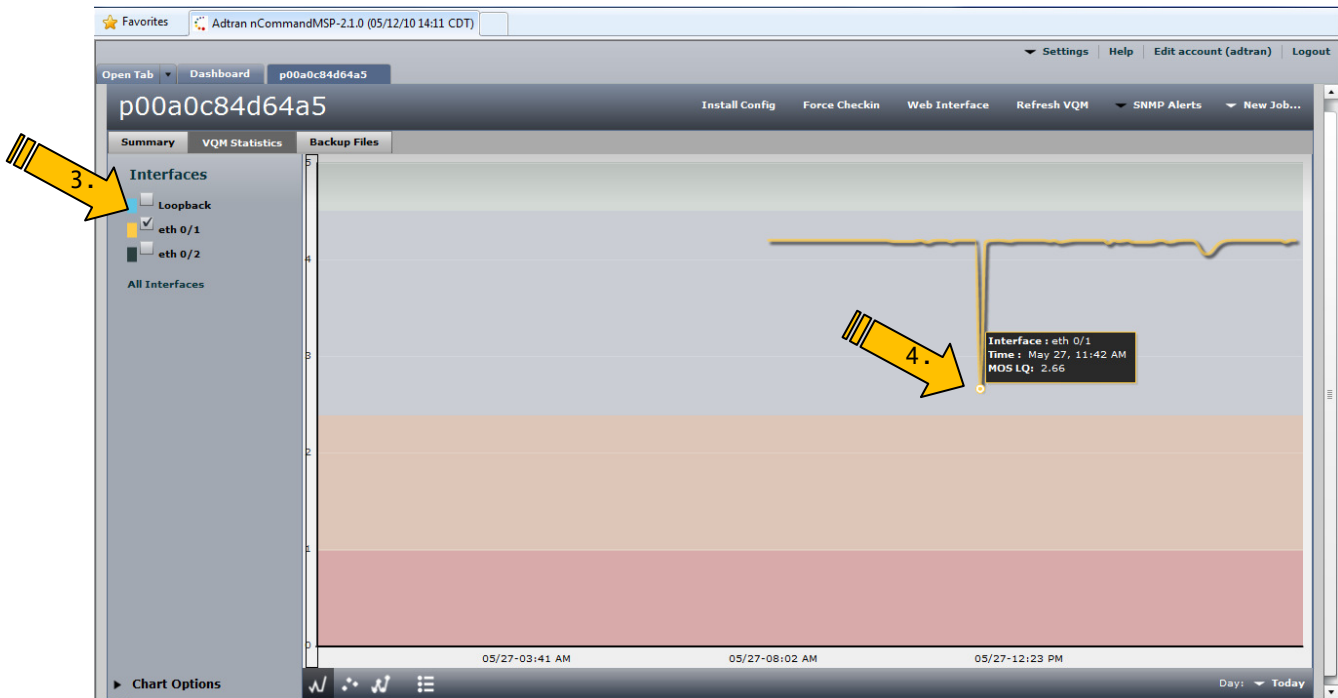
*Note: The correct time server and time zone must be configured, on both the AOS device and the n-Command MSP server, to ensure proper VQM statistics.*

*Warning: To ensure proper communication between the n-Command server and AOS devices, the Network Security Considerations from the [n-Command MSP Quick Start Guide](#) should be evaluated.*

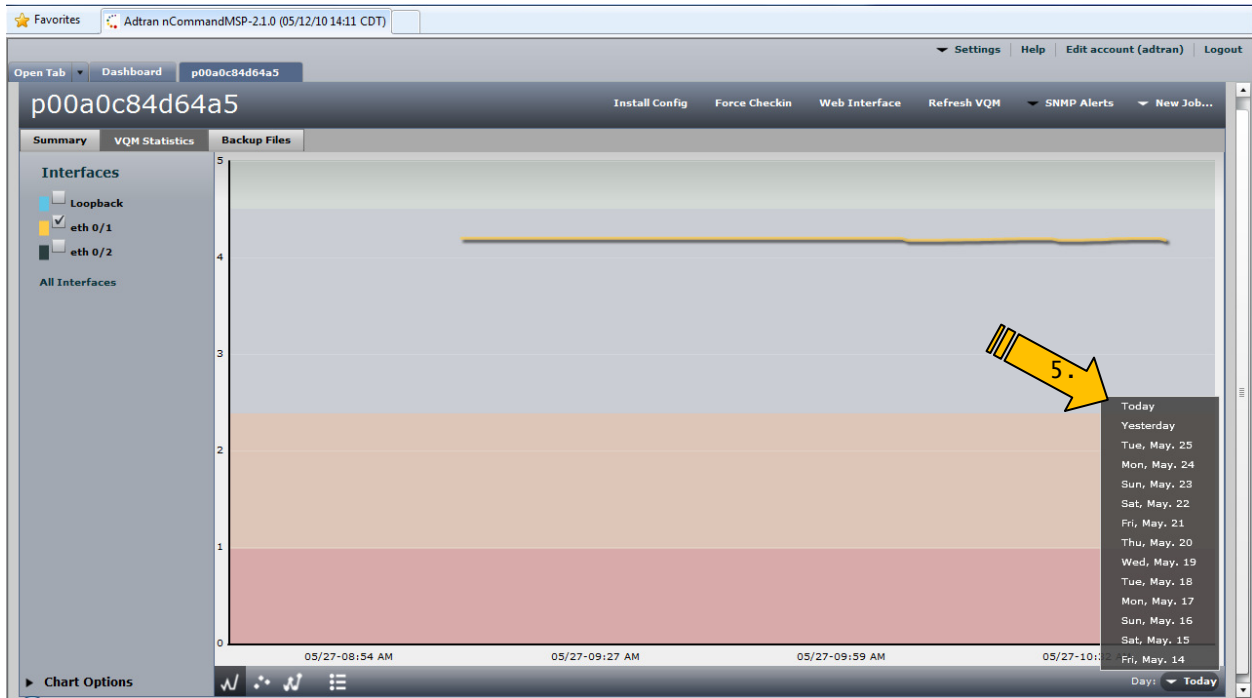
# VQM in n-Command MSP



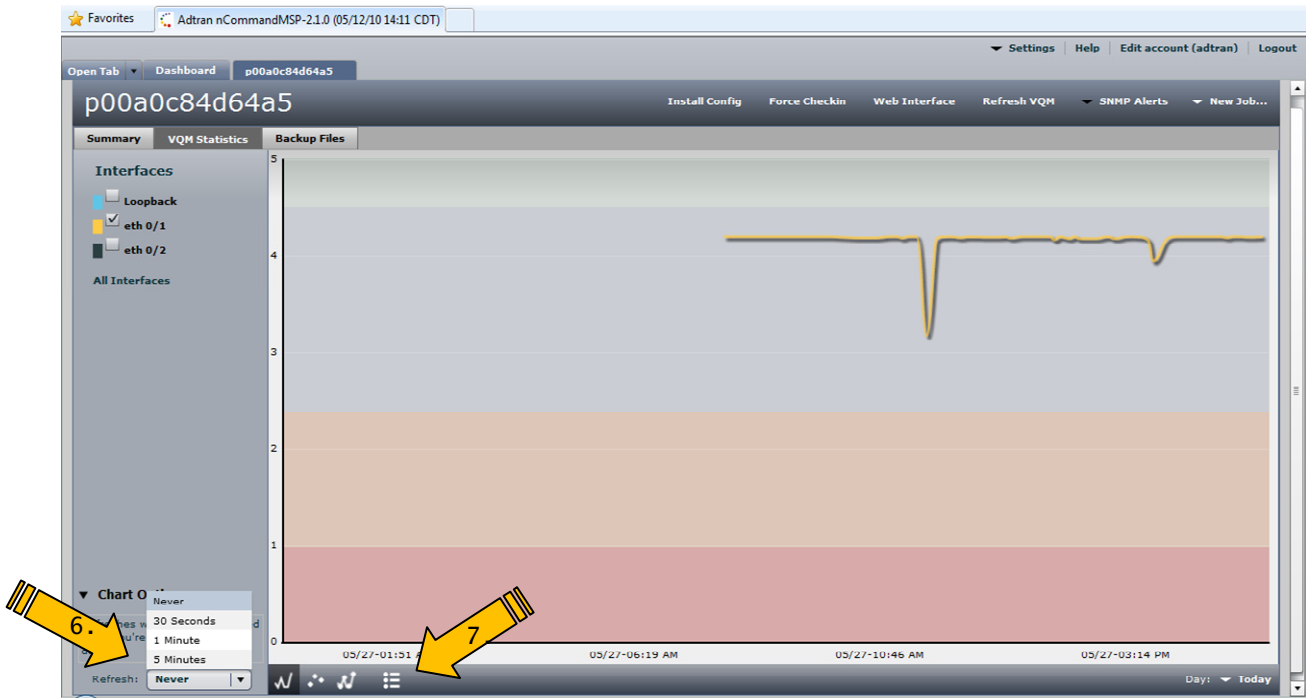
1. Within n-Command MSP, view VQM statistics on the lower section of the device page
2. Click on VQM Statistics to begin viewing Voice Quality statistics



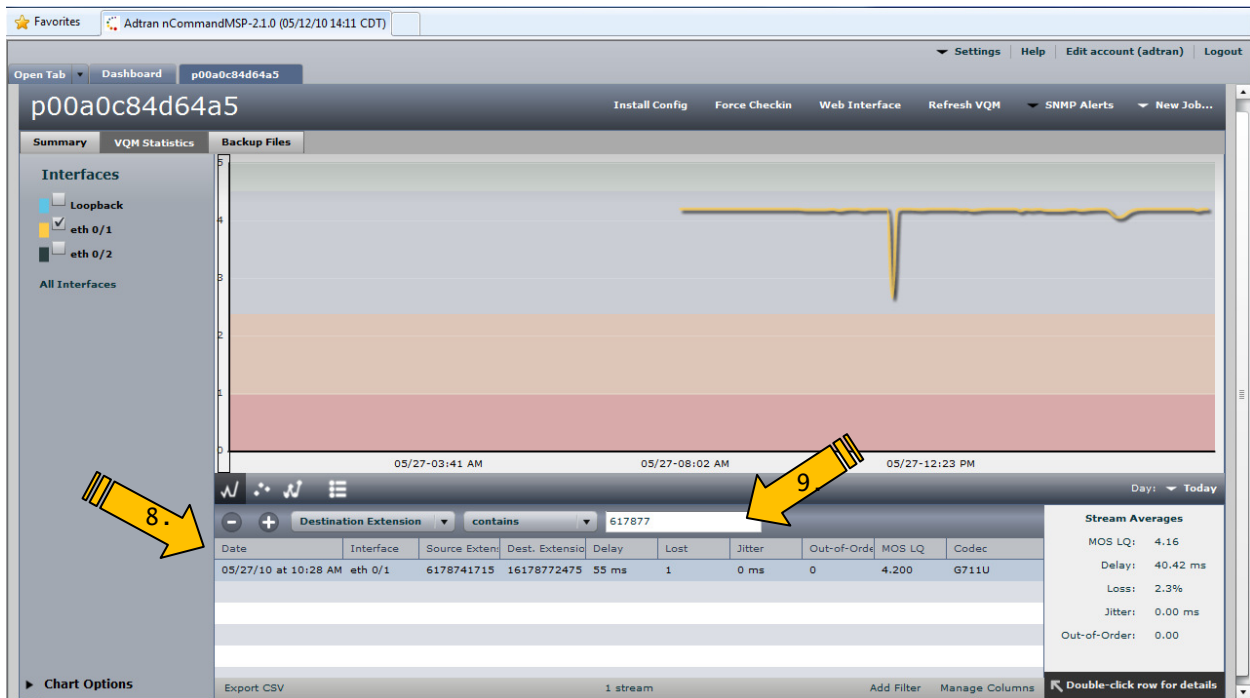
3. From VQM Statistics, select the interface to monitor
4. The resulting graph gives MOS scores based on various statistics captured during the call. Statistics are available at various points on the chart.



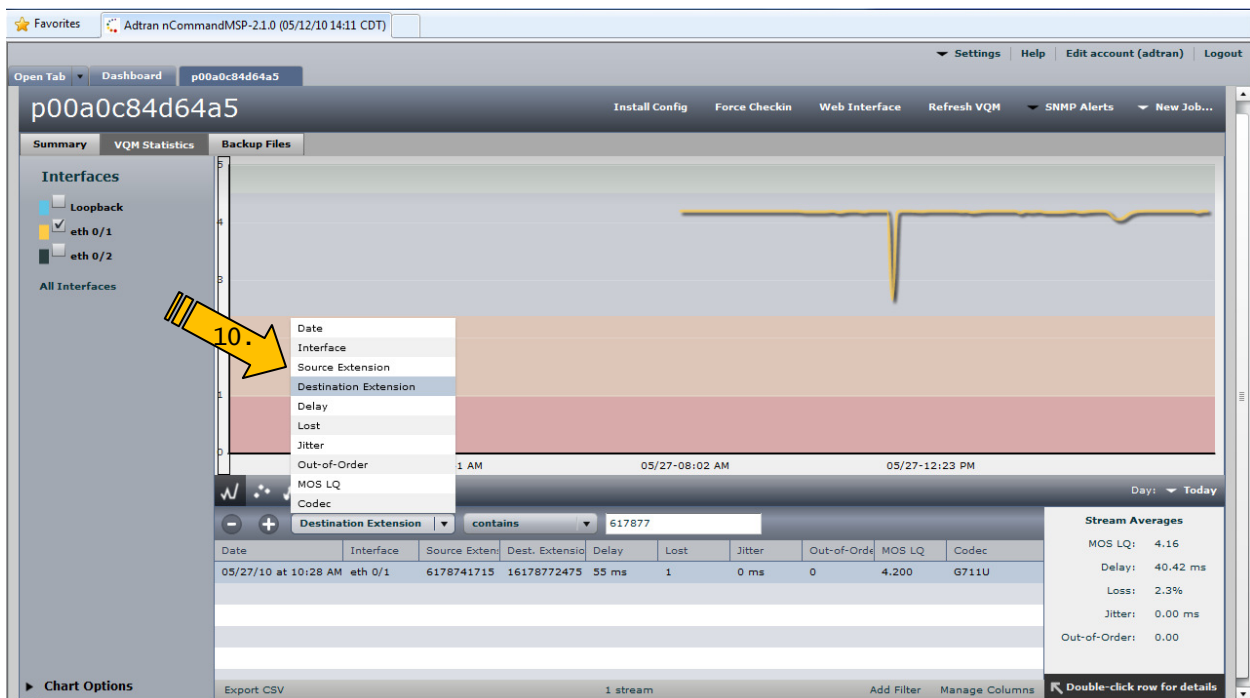
5. If required, historical call records can be searched by selecting the day



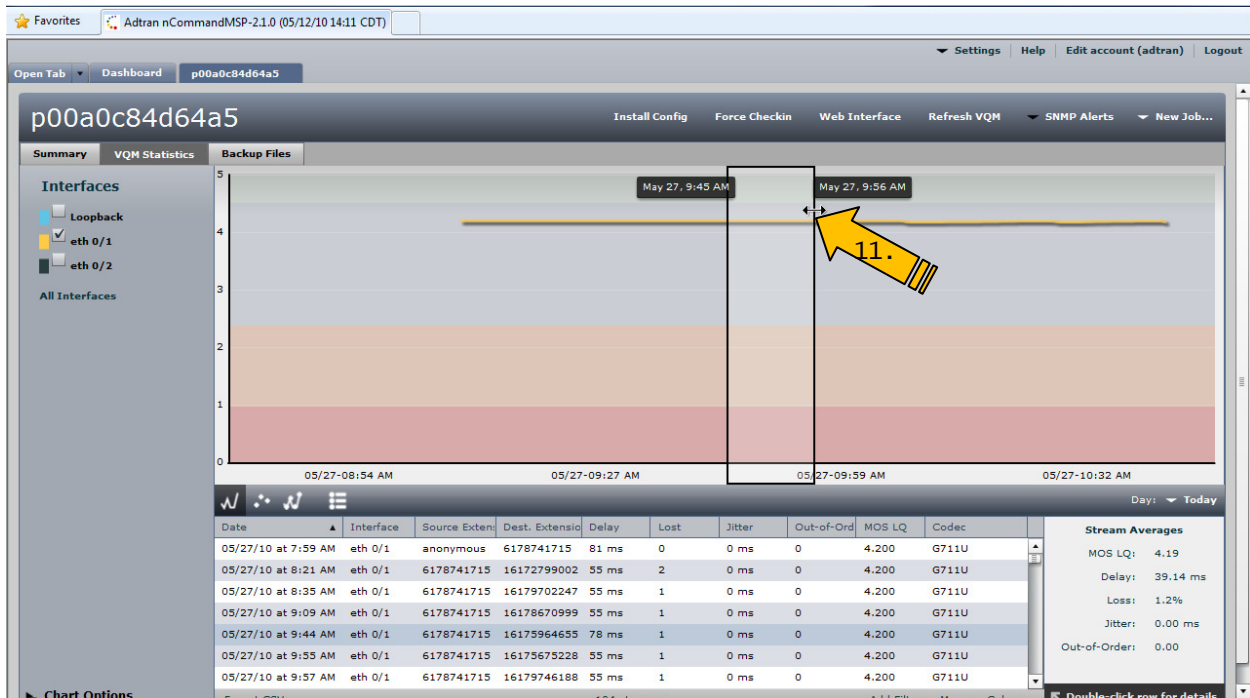
6. When current day is selected, a Refresh rate can be selected for Real Time updates  
7. Click on the Details icon to search for call specifics



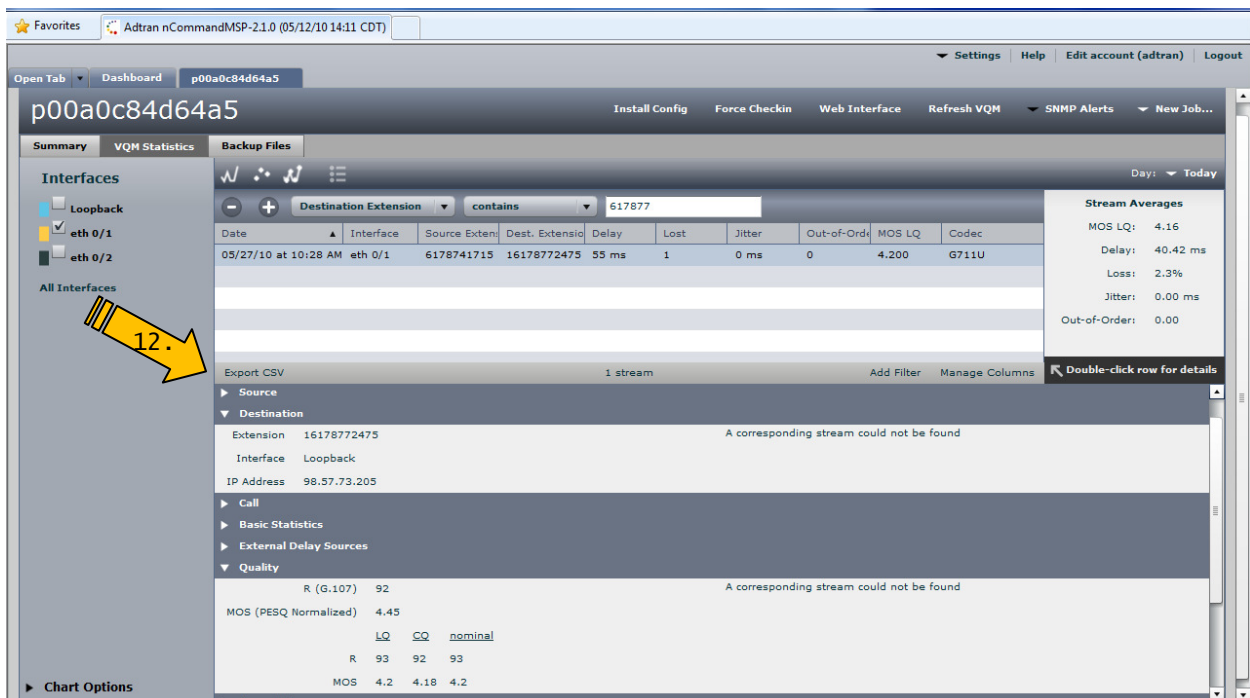
8. Additional statistics appear at the bottom of the screen, displaying Start time, Interface, Source and Destination numbers, Delay, Packet Loss, Jitter, Out of Order packets, Ranking MOS score, and CODEC used
9. Use the Search text window to filter down to specific information



10. Filters can be added for any of the VQM statistics



11. The graph can also be modified to look within specific time windows by dragging the cursor between the Time lines on the graph



12. Once a specific call is identified, the row can be double-clicked to pull up additional details on the call