



RITTER COMMUNICATIONS BROADBAND TEST TOOL USER GUIDE

This guide provides detailed information regarding the use of the Broadband Test Tool for pre-service qualification of Ritter Voice Services.



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1. Introduction

The Broadband Test Tool executable allows you to check the quality and suitability of your Local Area Network (LAN) and Wide Area Network (WAN) for Voice over IP calls. The Broadband Test Tool runs on any Windows desktop system, and tests the number of simultaneous calls/users your local network and Internet connection can reliably support for voice over Internet calls.

The results of the Broadband Test Tool will then be reviewed by Ritter Communications to assess the readiness of your existing network to support Ritter Voice Services.

Prerequisites

Prior to installing the Broadband Test Tool, ensure the host PC you are running the Broadband Test Tool on meets the following requirements.

- Windows 7 or later operating system.
- Minimum of 2GHz CPU.
- Minimum of 2GB RAM.
- You have downloaded the Broadband Test Tool from the following link.
 - [Broadband Test Tool Download](#)
- You have administrative rights to install software on the computer.

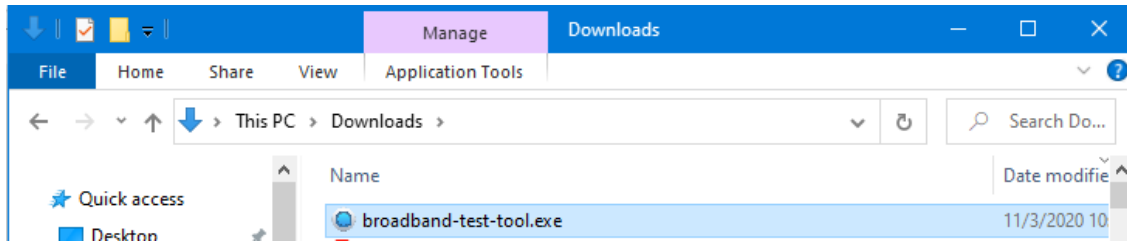
Note: The installer includes the necessary JVM so no Java configuration is required.

Downloading the Broadband Test Tool

To download the Broadband Test Tool, simply click the link in the Prerequisites section.

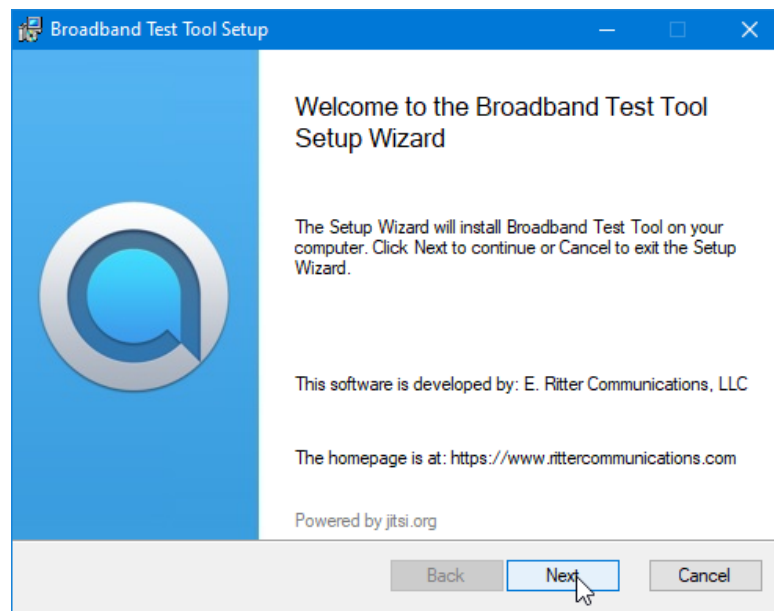
Installing the Broadband Test Tool

Once the broadband test tool has been downloaded, navigate to the 'Downloads' directory on your computer. Locate the [broadband-test-tool.exe](#) file.

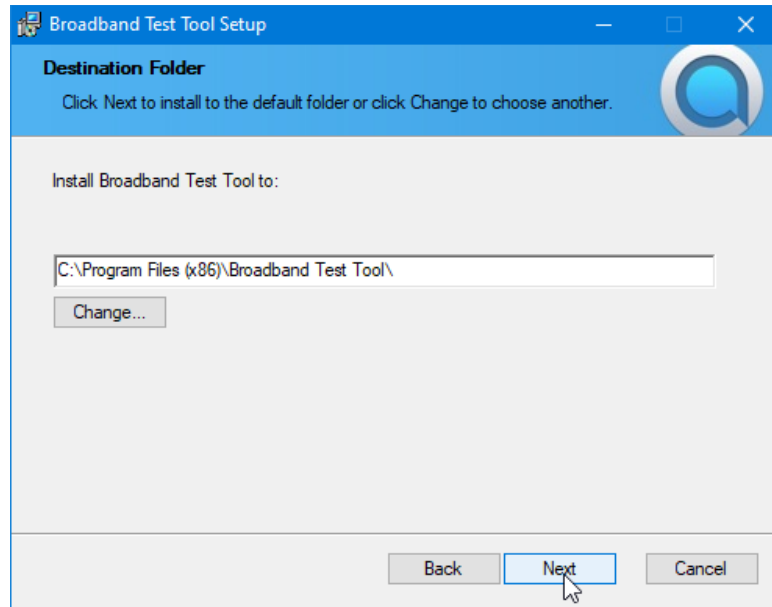


To install the Broadband Test Tool, double-click the *broadband-test-tool.exe* file. Note: You must have administrator rights to install the file onto your computer.

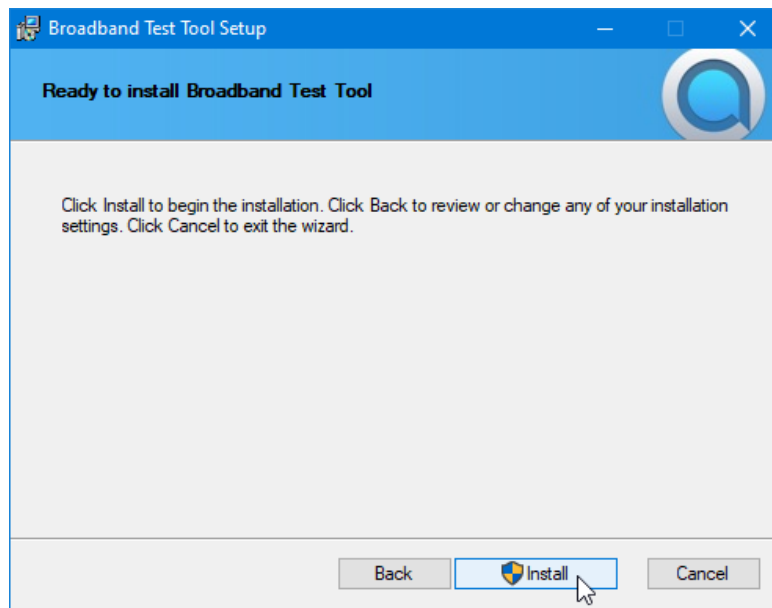
At the “Broadband Test Tool Setup” screen, click the **Next** button.



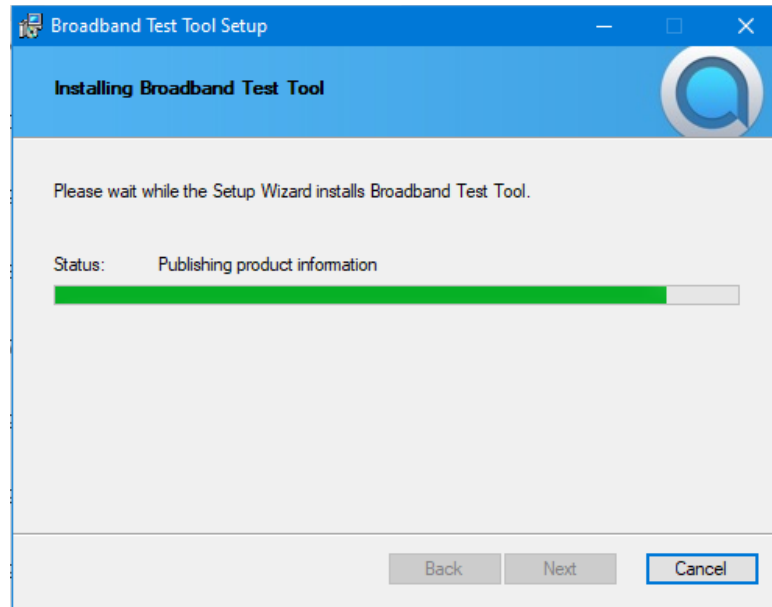
At the “Destination Folder” screen, leave the installation path at the default value and click **Next**.



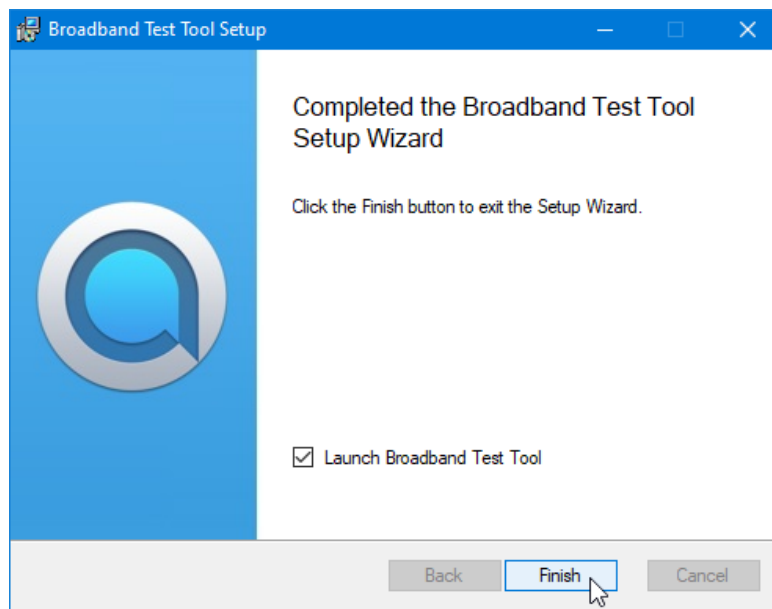
At the “Ready to install Broadband Test Tool” screen, click



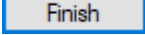
The “Installing Broadband Test Tool” screen will show the progress of the installation.



Once installation has been completed, the “Completed the Broadband Test Tool Setup Wizard” screen will be presented. Leave the “Launch Broadband Test Tool” checkbox checked and click the **Finish** button. This will launch the Broadband Test Tool.




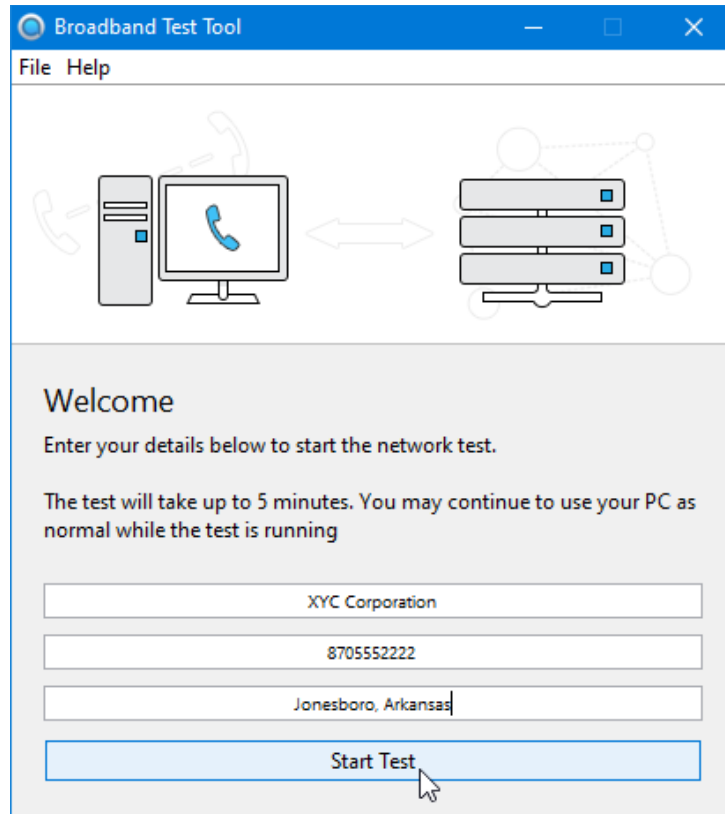
2. Running the Broadband Test Tool

Once the application has been downloaded and installed, clicking the  button will exit the installer and run the Broadband Test Tool.

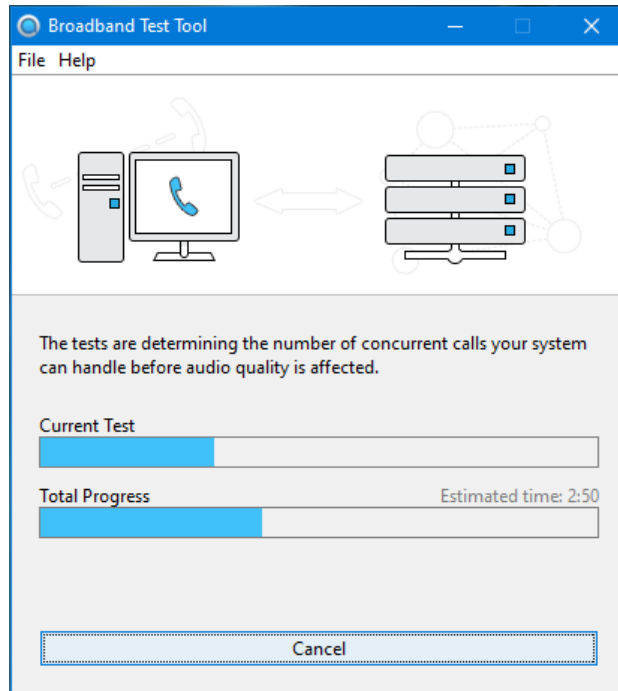
Enter the Test Parameters

- At the “Broadband Test Tool” screen, enter the name of your business into the “Company Name” field (top).
- Enter your main published telephone number in the “Company ID” field (center).
- Enter your location in the form of ‘*City, State*’ into the “Location ID” field (bottom).

2.2. Before starting the test, write down or record the information entered in the fields above, then click  .



The broadband test will take approximately 5 minutes to complete. During this time, the Broadband Test Tool will simulate multiple VoIP calls to the Ritter Communications network and assess the call quality and transmission characteristics. Once completed, the information is stored and Ritter Communications service representatives can review the results.



To cancel the test prior to completion, click the **Cancel** button.

Once completed, the results screen will display.

Send the results message, along with Company Name/Telephone Number/City, State to your account representative. *Be sure to send the exact company name/telephone number/City, State you entered into the test, as this information is unique to you and can be used to locate that test if Ritter needs to verify results and troubleshooting*

Once complete, click the **Close** button to exit the Broadband Test Tool.

This completes the installation, setup, and execution of the Broadband Test Tool.