

# Internet Service Requirements

Cricket Click Dialer requires a high speed internet connection with a consistent bandwidth of at least 90 kbps of both upload and download speed per user. You may easily and quickly perform a "Speed Test" near the bottom of our web site: <http://www.ZoomCalls.com>

Wireless and satellite internet connections may or may not work well, depending on signal strength. Wired connections are the best.

Some anti-virus software may block or degrade your VoIP service, but they can usually be unblocked for the use of this product.

If using a cable internet connection, we recommend using a Quality of Service (QOS) modem if your bandwidth is inadequate for high quality sound.

**Note:** In the Help tab of our software, you can perform a "Ping Test" to test your internet connection. You can also see an also explanation of what causes Packet Loss, Jitter, and Latency.