

Enable Mean Opinion Score Reporting on the Cisco IP Phone 7800 Series and 8800 Series

Objective

The Mean Opinion Score (MOS) feature is used to measure the voice quality on an extension. It ranges from 0 to 5, where 5 is the best quality. This is useful for monitoring the quality of the calls that occur on a particular extension. MOS is typically enabled on the web-based utility of the phone.

This article aims to show you how to enable MOS reporting on Cisco IP Phone 7800 and 8800 Series.

Applicable Devices

- 8800 Phone Series
- 7800 Phone Series

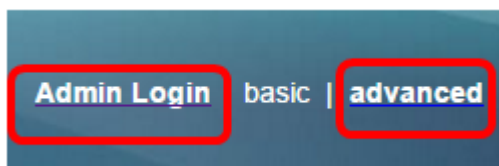
Software Version

- 10.4

Enable MOS Reporting

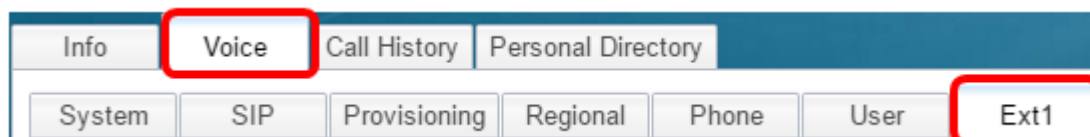
Step 1. Log in to the web-based utility.

Step 2. Click **Admin Login > advanced**.



Step 3. Click **Voice > Ext<Number>**.

Note: In this example, Ext1 is chosen.



Step 4. Enter a port number in the *SIP UDP Port 1* field.

Note: If no port number is provided, 5060 will be used as a default setting.

SIP UDP Port 1:	<input type="text" value="5060"/>
EXT SIP Port 1:	<input type="text" value="0"/>
SIP Remote-Party-ID 1:	<input type="text" value="No"/>
Refer-To Target Contact 1:	<input type="text" value="No"/>
Sticky 183 1:	<input type="text" value="No"/>
Voice Quality Report Address 1:	<input type="text"/>

Step 5. Enter the IP address of the collector server in the *Voice Quality Report Address* field.

Note: In case of an erroneous entry, no report will be sent. In this example, the Voice Quality Report Address 1 is 10.74.121.178:5060.

SIP UDP Port 1:	<input type="text" value="5060"/>
EXT SIP Port 1:	<input type="text" value="0"/>
SIP Remote-Party-ID 1:	<input type="text" value="No"/>
Refer-To Target Contact 1:	<input type="text" value="No"/>
Sticky 183 1:	<input type="text" value="No"/>
Voice Quality Report Address 1:	<input type="text" value="10.74.121.178:5060"/>

Step 6. Click **Submit All Changes**.

<input type="button" value="Undo All Changes"/>	<input type="button" value="Submit All Changes"/>
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You should now have enabled MOS Reporting on the IP Phone 7800 and 8800 Series extension.