

VoIP Phone Troubleshooting Steps

The first step is to check if the extension is registered, this can be done by logging into the Vocale Portal and clicking on the desired extension.



If the phone is not registered

- Check if the phone has power or give it a reboot.
- Check if the phone has internet and is getting an IP address.
- Check if the phone has been configured with the correct details (Extension number and password)
- Add the extension to your own desk phone to see if it's a device/network or extension issue.
 - If it registers on your device then it's either a device or network fault.
 - If it doesn't register, then it is an extension fault and you will need to troubleshoot
- You can also try changing the Transport method from UDP to TCP or vice versa however UDP is the best suited method and is preferred

If the phone is registered (Incoming Call Issue)

- Check if the number has been assigned all the way through to the extension.
- Check if other extensions can dial this extension (check within the organization)
- Assign the number to your extension and check if you can receive calls, this will tell us whether it's a number fault or another issue.
 - If you are able to receive calls then you will need to trouble shoot the device, extension and network.
 - If the number does not work once it has been assigned to your extension then it may be a number issue and a ticket will need to be logged with us to investigate further
- Check if the phone has DND enabled.
- Check if there are any rules enabled on that extension.

If the phone is registered (Outgoing call Issues)

- Check if the phone has an outgoing CallerID
- Assign the number to your own working extension to see if it's an extension or device fault
- Check if the extension can dial other extensions (check within the organization)
- If you cannot dial out or dial a specific number, then a ticket will need to be logged with us to investigate further.
- Check if the number you are trying to dial can be dialed from another network, if It's an issue dialing to a specific number (MTN, Cell C, Vodacom)
- Add the extension to your device to check if it's a device or extension fault.
- Check if any outgoing rules or call screening has been enabled on Vocale.

Call Quality Issue

If it is a fault relating to call dropping, call quality or crackling. This is not a fault related to our system and will need to be troubleshooted by you. You need to ensure the below has been checked:

- SIP ALG has been disabled on their internet router.
- Transport method has been set to UDP.
- G729 Codec has been set to the top.
- Prioritize phone traffic on the network.
- Check local network for latency and jitter.
- Check ping to our server 81.26.77.10.
- Check or replace internet cables to the phone.
- Check phone hardware such as handset and handset cable.