

VoIP Troubleshooting Guide

Recommended Settings.

<i>Codec</i>	<i>G.729</i>
<i>Packet Interval</i>	<i>40 ms</i>
<i>TTL / Register Expire</i>	<i>240</i>
<i>SIP Port</i>	<i>5060</i>
<i>DTMF</i>	<i>RFC 2833 Payload Type 96</i>

Registration

Setup

Please make sure the username and password are set correctly along with the SIP server. If you have copied and pasted the details please make sure you do not copy the 'space' at the end of each field.

Networking

If you are using an ATA device please make sure the ATA is getting an IP address by DHCP just to make it easier.

Make sure that port 5060 is open on the router, if you need assistance in opening ports please visit the link below.

www.portforward.com

Service Problems

Problems with Quality?

Make sure the device is setup and configured with the recommended settings above, otherwise you can have quality problems with the service.

The main causes of the quality problem is the quality of the link and if sufficient bandwidth is available on the link to carry the VoIP traffic.

To test whether there is enough bandwidth on the link simply just unplug each LAN device on the network and attempt to make an outgoing call via VoIP. Once you have confirm there is sufficient bandwidth you will need to run a ping test to the SIP server (sip1.exetel.com.au) to ensure there is not problems on the link like high latency or packet loss.

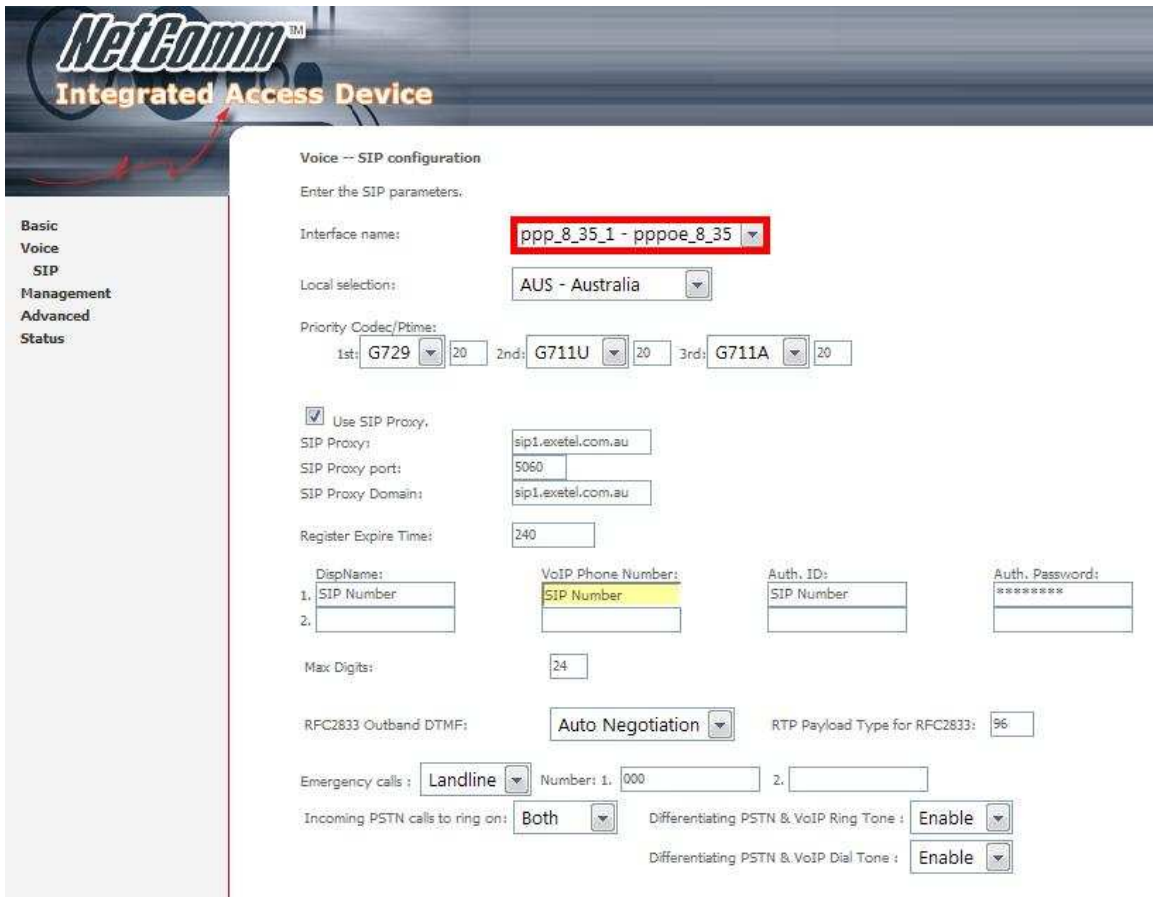
Key tones not getting registered?

Please make sure you have the DTMF field set correctly to RFC 2833 otherwise any key tones you press will not be picked up.

Netcomm NB9 Troubleshooting

To enter the VoIP setting page just click on.

Voice >> SIP



The screenshot shows the NetComm NB9 SIP configuration page. The interface includes a sidebar with navigation options: Basic, Voice, SIP, Management, Advanced, and Status. The main content area is titled "Voice -- SIP configuration" and contains the following fields and settings:

- Interface name: **ppp_8_35_1 - pppoe_8_35** (highlighted with a red box)
- Local selection: AUS - Australia
- Priority Codec/Ptime: 1st: G729 (20), 2nd: G711U (20), 3rd: G711A (20)
- Use SIP Proxy, SIP Proxy: sip1.exetel.com.au, SIP Proxy port: 5060, SIP Proxy Domain: sip1.exetel.com.au
- Register Expire Time: 240
- DispName: 1. SIP Number, 2. [empty]
- VoIP Phone Number: SIP Number
- Auth. ID: SIP Number
- Auth. Password: [masked]
- Max Digits: 24
- RFC2833 Outband DTMF: Auto Negotiation
- RTP Payload Type for RFC2833: 96
- Emergency calls: Landline, Number: 1. 000, 2. [empty]
- Incoming PSTN calls to ring on: Both
- Differentiating PSTN & VoIP Ring Tone: Enable
- Differentiating PSTN & VoIP Dial Tone: Enable

Please make sure you set the following settings to the ones listed below.

Location selection – It is recommended you set this to “USA” simply because you will have a different dialtone there able to identify if the call is going via VoIP or PSTN.

Interface Name – ppp_8_35_1 – pppoe_8_35

Preferred Codec – G.729

Preferred Ptime – 40

Use SIP Proxy – Checked

SIP Proxy – sip1.exetel.com.au

SIP Proxy Port – 5060

SIP Proxy Domain – sip1.exetel.com.au

Register Expire Time – 240

Display Name – VoIP Number

VoIP Number – VoIP number (Supplied in Email)

Auth. ID – VoIP number (Supplied in Email)

Auth. Password – VoIP Password (Supplied in Email)

RTP Payload Type – 96

Everything else should be left at defaults. Should you require further assistance please email voip@exetel.com.au or visit our discussion forums at <http://forum.exetel.com.au/>