


Troubleshooting your IP Voice Service when TelNet is not your Internet Provider



TelNet OfficeEdge Complete hosted PBX service with approved, full feature IP phones, delivers quality voice service and features over an Internet connection. You may order your Internet/bandwidth from TelNet, or use your existing provider. The latter option is commonly referred to as the Bring Your Own Broadband or BYOB service option.

If your Internet service or bandwidth is provided by a company other than TelNet (e.g. Comcast, Charter, AT&T): It is important to know that if you experience a problem with your phone service, the problem is likely due to your Internet connection, not your TelNet service, and therefore needs to be corrected with your Internet Service Provider (ISP). **TelNet cannot troubleshoot issues related to your Internet service for you, though we offer these helpful tips for troubleshooting:**

My phone is 'not registered'; I get no audio or just one-way audio.

- Please confirm that the Ethernet cable providing access to the Internet is connected to the LAN or 10/100 SW port on the bottom of the phone. 
- Sometimes, a strong firewall or router will block phone registration (SIP messages to and from the phone). In addition, voice audio (RTP audio to and from the phone) may be blocked.
 - To resolve this issue, please confirm with your Internet Service Provider (ISP) that the following 'ports' have been opened:
 1. SIP – 5060 through 5090 and 69, with the protocol being UDP
 2. RTP – the ports are 49152-65535
 - In addition, please confirm with your ISP that ALG (Application Layer Gateway) found on many routers has been turned OFF. Many routers have ALG turned ON by default, but if you are experiencing audio and registration problems we recommend that you check your router settings and turn SIP ALG OFF if it is enabled.



I am experiencing dropped calls

- Make sure no one is using bandwidth-intensive applications (for example, downloading/uploading large files, streaming music, watching videos). You may want to consider getting additional bandwidth if this is a frequent occurrence.
- Check to be sure that the cable into your phone has a good connection.

My phone does not ring / I get no incoming calls

- Make sure the ringer on the phone is set to the proper volume.
- Make sure 'Do Not Disturb' (DND) is not enabled. (There should be an indicator on the phone display.)

There is no audio on my phone handset

- Please confirm that the handset's connector cord is plugged into the phone's handset port.
- Make sure the volume is turned up on your phone.
- Press the speaker button to take the call.

For additional tips and guides, go to www.telnetww.com/resources-support.