

# BYOB TROUBLESHOOTING QUICK GUIDE

## Quick fixes for when TelNet Worldwide is not your internet provider

**A Note on BYOB:** TelNet Worldwide's SIP Trunking service delivers quality voice service and features over an internet connection. You may order your internet connectivity/bandwidth from TelNet, or use your existing provider (e.g. Comcast, Charter, AT&T). The latter option is commonly referred to as Bring Your Own Broadband (BYOB).

If you experience a problem with your SIP service, it's often caused by your internet service rather than your TelNet service. As such, you'll have to reach out to your internet service provider (ISP). We cannot troubleshoot issues related to your internet service for you, but we can offer some helpful tips for troubleshooting:

### “I am experiencing dropped calls or poor voice quality.”

We recommend testing your internet connection by performing a speed test. You can do so by checking out the instructions [HERE](#). This can potentially identify the root cause of the dropped calls you're experiencing.

However, if you are unable to determine the root cause, please feel free to contact TelNet Worldwide and provide the testing results for our review.

### “I am not receiving inbound calls.”

Contact TelNet Worldwide Support at (800) 508-1264 or email [support@telnetww.com](mailto:support@telnetww.com) to collaborate with your PBX vendor or IT staff.

### “My phone is registered and I get no audio or just one-way audio.”

Sometimes a strong firewall or router will block phone registration (SIP messages to and from the phone). Voice audio (RTP audio to and from the phone) may be blocked as well.

To resolve this issue:

- Please confirm with your ISP and your PBX vendor that the following ports have been opened:
  - Ports 5060 and 5090
  - 64.27.210.0/27
  - 66.79.209.0/26
  - 66.79.197.240/28
  - 209.142.200.0/26
- Please ensure that:
  - Persistent NAT connections (NAT keep-alive requests must be allowed every 30 seconds)
  - SIP Multiple TCP/UDP connections must be allowed (RTP internally-initiated)
  - UDP requests must be allowed on ports 49152 through 65535 for audio
- In addition, please confirm with your PBX vendor 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.

For additional tips and guides, go to  [telnetww.com/resources](https://telnetww.com/resources)