



Business Telephone System Specialists

How to Trouble shoot remote VoIP phones.

Step 1

If the remote phones have no audio or have one way audio, then confirm the programming in MMC 840 is correct. MMC 840 needs to be adjusted to fit your scenario. Try adjusting accordingly and reset the system. If the audio issue persists move on to step two.

Step 2

To confirm that the main site system is working properly, take an ITP phone to this site and set MMC 840 IP type to private. Register the IP phone to the switch locally by giving it an IP address on the local network. Does the audio work properly? If no then trouble shoot the system hardware and software. If yes then move on to step 3.

Step 3

Re-register this local ITP phone to the public IP address of the MCP. This means that the registration and phone is now going through your local firewall. Change your IP address in MMC 840 to Public with Firewall and Public to Public to use MGI channels. Reset the system. If you get no audio or one way audio, then you have isolated this issue to only apply to the firewalled traffic. You now need to work with your firewall Admin and / or the firewall manufacturer to allow the traffic through. If you have full audio move on the step 4.

Step 4

At this point you have confirmed that your phone system is set up properly and that your local firewall is working properly. Now you will have to take the ITP phone outside the firewall and onto a remote site and reset the phone. If you now have no audio or one way audio, then you need to trouble shoot the remote firewall and or broadband connection.

The Samsung lab is completely non-blocking and if your main site is set up properly they would be able to log an IP phone in and get full audio. It would be useful for your company to have a similar set up so you could test remotely and if you are getting full audio from your site you know that the problem is in the customer's remote site.