

VoIP Troubleshooting

Version 1.0.0 | Updated 2026-09-05 | 1 min read

Preparation / invited access

In this guide: [Before you start](#) | [Steps](#) | [Verify the result](#) | [Help and related information](#)

Separate registration, incoming routing and audio when recording a calling fault.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Record the time, endpoint and failed step without publishing telephone numbers or recordings.
2. Check ordinary connectivity and the required secure registration state.
3. Use a consented test to identify ringing, answer, audio, DTMF or hangup failure.
4. Keep the known working route available and report the failing boundary to support.

Verify the result

The original call path passes on the actual device, including screen-off behavior when required.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.