DAG Troubleshooting

Foreword

- This course is mainly:
  - Guide Solutions for Call Voice Related Issues
  - Guide Problems & Solutions for Calling
  - Guide Problems & Solutions for Register

Course Objective

Through this course you will be able to

How To Solve The Problem Of Registration Failure

How To Solve The Problem Of Call Failure

How To Solve Call Voice Related Issues

Contents

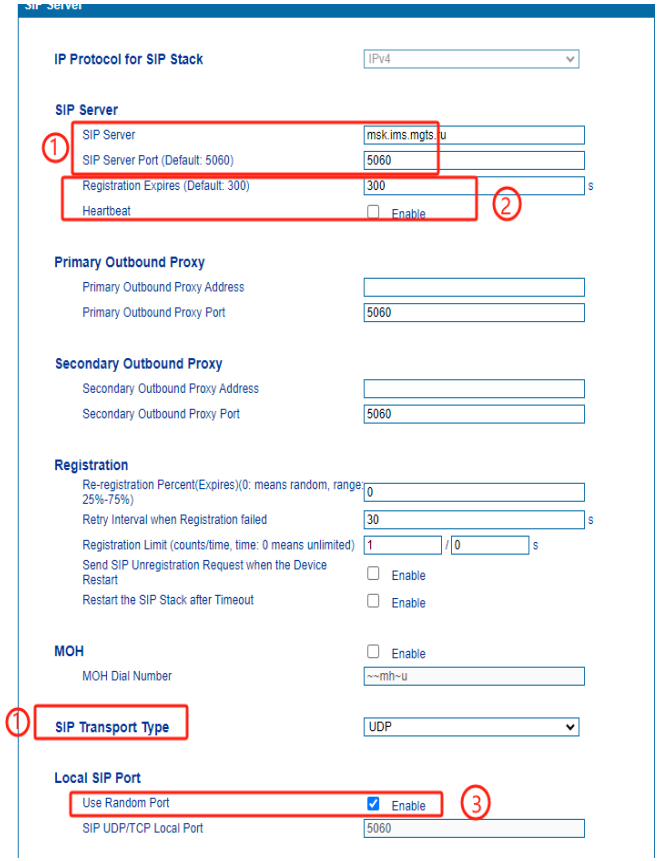
Chapter One
Solution to Registration Failure

01

Solution to Registration Failure

- View Configuration

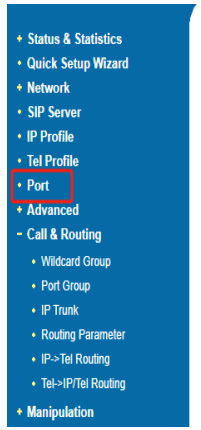
1. Click **SIP Server**
2. Check if the IP, port, and protocol of the server are correct
3. Try to turn on or off heartbeat, reduce registration expires
4. The SIP server is on the public network, you can try opening a random port

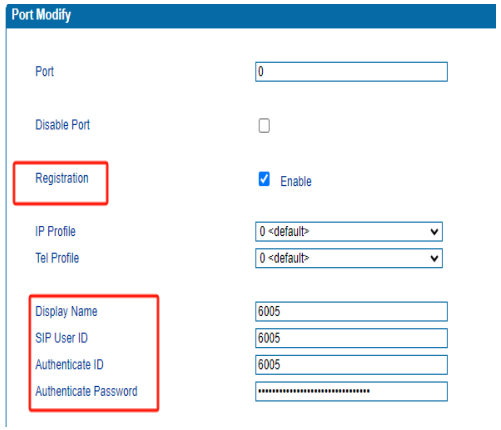


Solution to Registration Failure

- View Configuration

5. Click **Port,** Check if the registered account and password are correct, and if registration is enabled

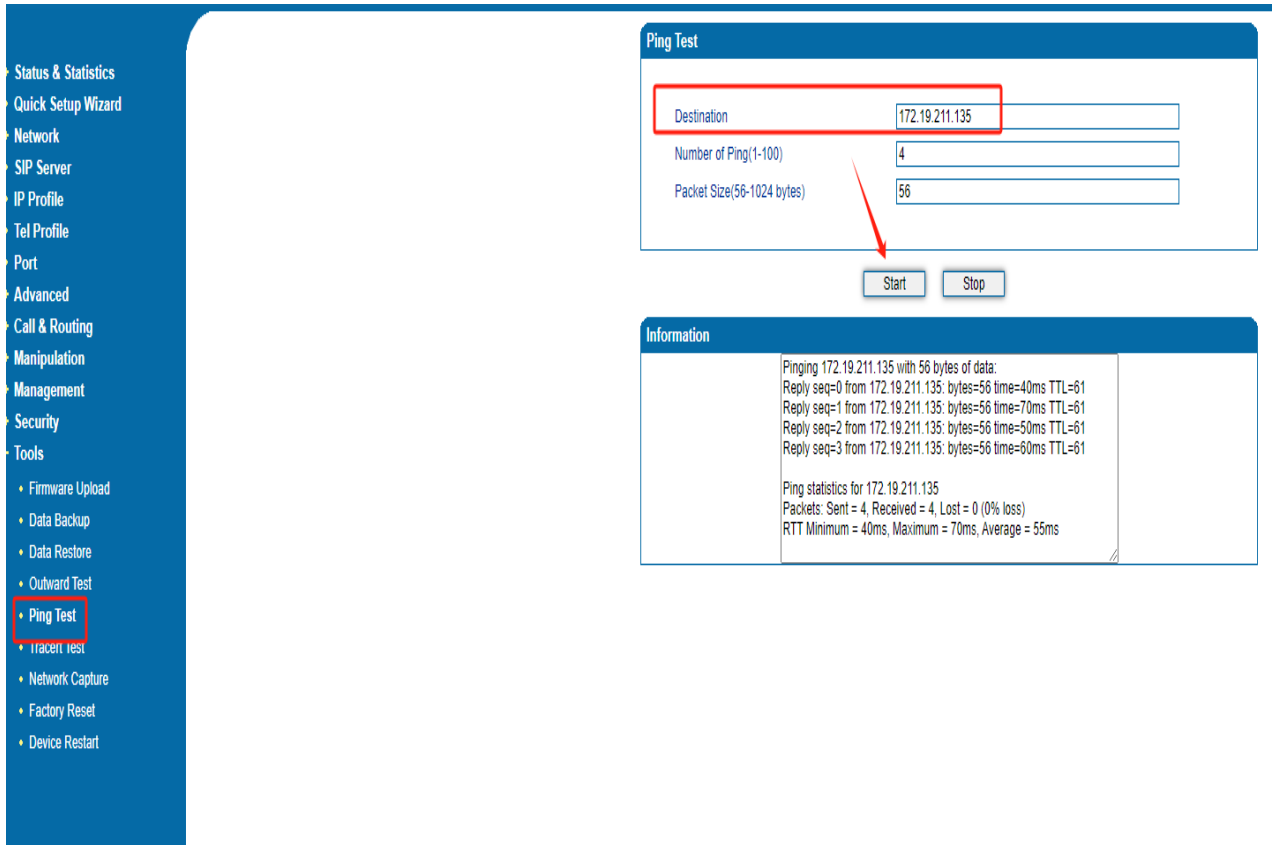




Solution to Registration Failure

- PING

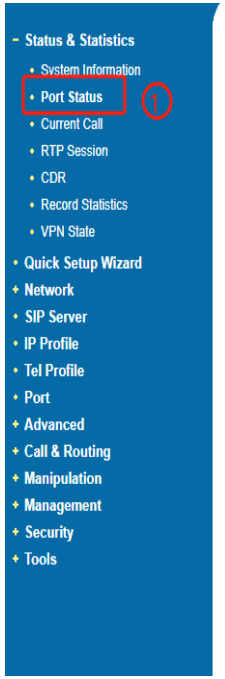
Click **Tools->Ping Test,** enter the address of the server and check if it can be pinged



Solution to Registration Failure

- Check for errors

1. Click on **Status & Statistics ->Port Status**
2. Check the error codes carried by unregistered user status and analyze possible causes



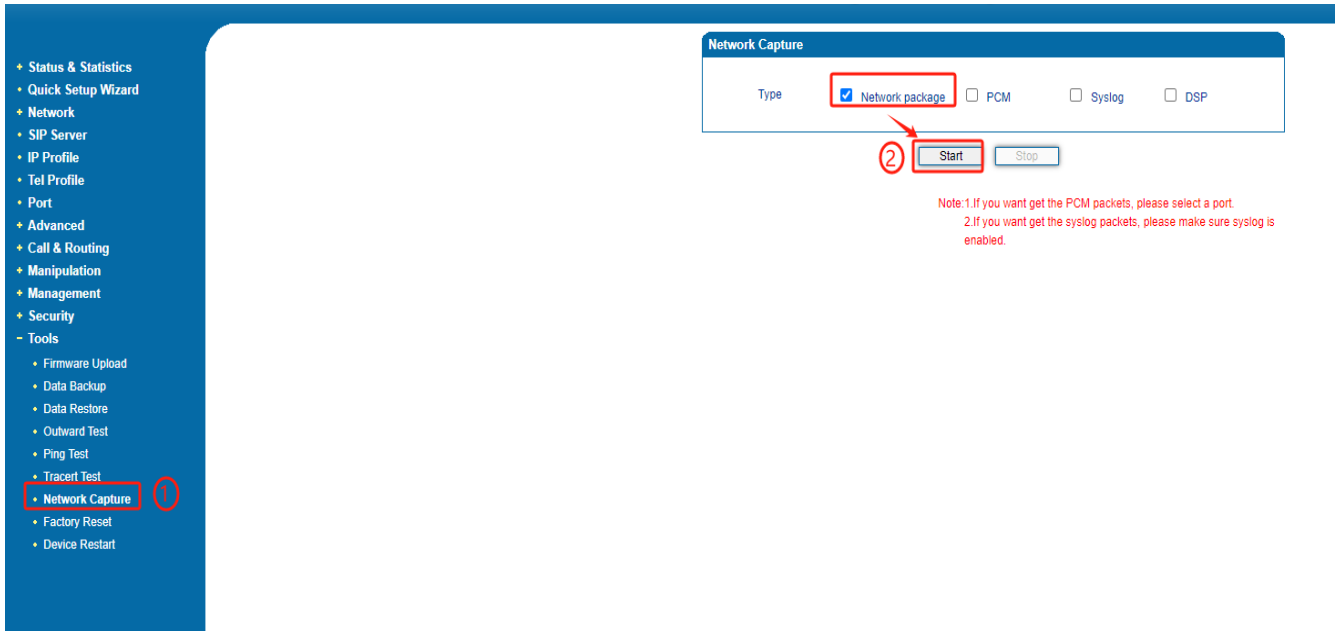
Port

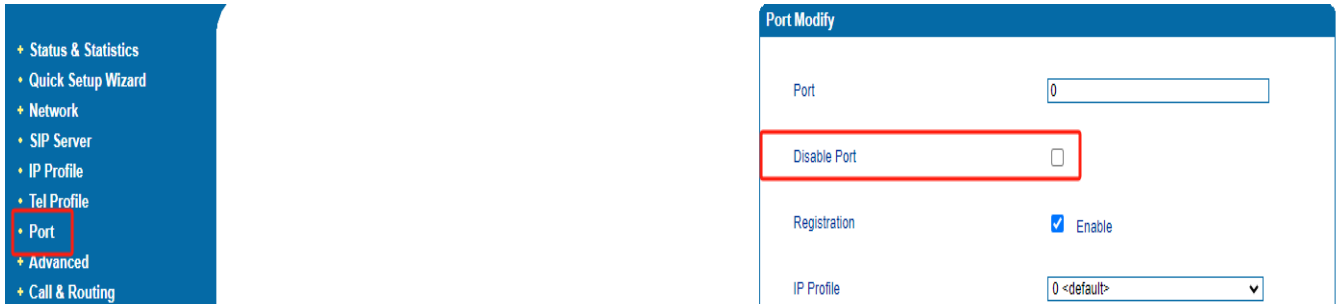
Port No.	Type	SIP User ID	User Status	Port Status	Voltage	Current	Call Status	Operate
0	FXS	6005	Unregistered(403)	OnHook	47V	0mA	Idle	---
1	FXS	---	② ---	OnHook	47V	0mA	Idle	---
2	FXS	---	---	OnHook	47V	0mA	Idle	---
3	FXS	---	---	OnHook	47V	0mA	Idle	---
4	FXS	---	---	OnHook	47V	0mA	Idle	---
5	FXS	---	---	OnHook	47V	0mA	Idle	---
6	FXS	---	---	OnHook	47V	0mA	Idle	---
7	FXS	---	---	OnHook	47V	0mA	Idle	---
8	FXS	---	---	OnHook	47V	0mA	Idle	---
9	FXS	---	---	OnHook	47V	0mA	Idle	---
10	FXS	---	---	OnHook	47V	0mA	Idle	---
11	FXS	---	---	OnHook	47V	0mA	Idle	---
12	FXS	---	---	OnHook	47V	0mA	Idle	---
13	FXS	---	---	OnHook	47V	0mA	Idle	---
14	FXS	---	---	OnHook	47V	0mA	Idle	---
15	FXS	---	---	OnHook	47V	0mA	Idle	---

Solution to Registration Failure

- Network Capture

1. Click **Tools -> Network Capture**
2. By default, network packet are selected. Click on start
3. Wait a few minutes or disable 、 enable the port to cause DAG to registration
4. Click to stop, download network packet to view





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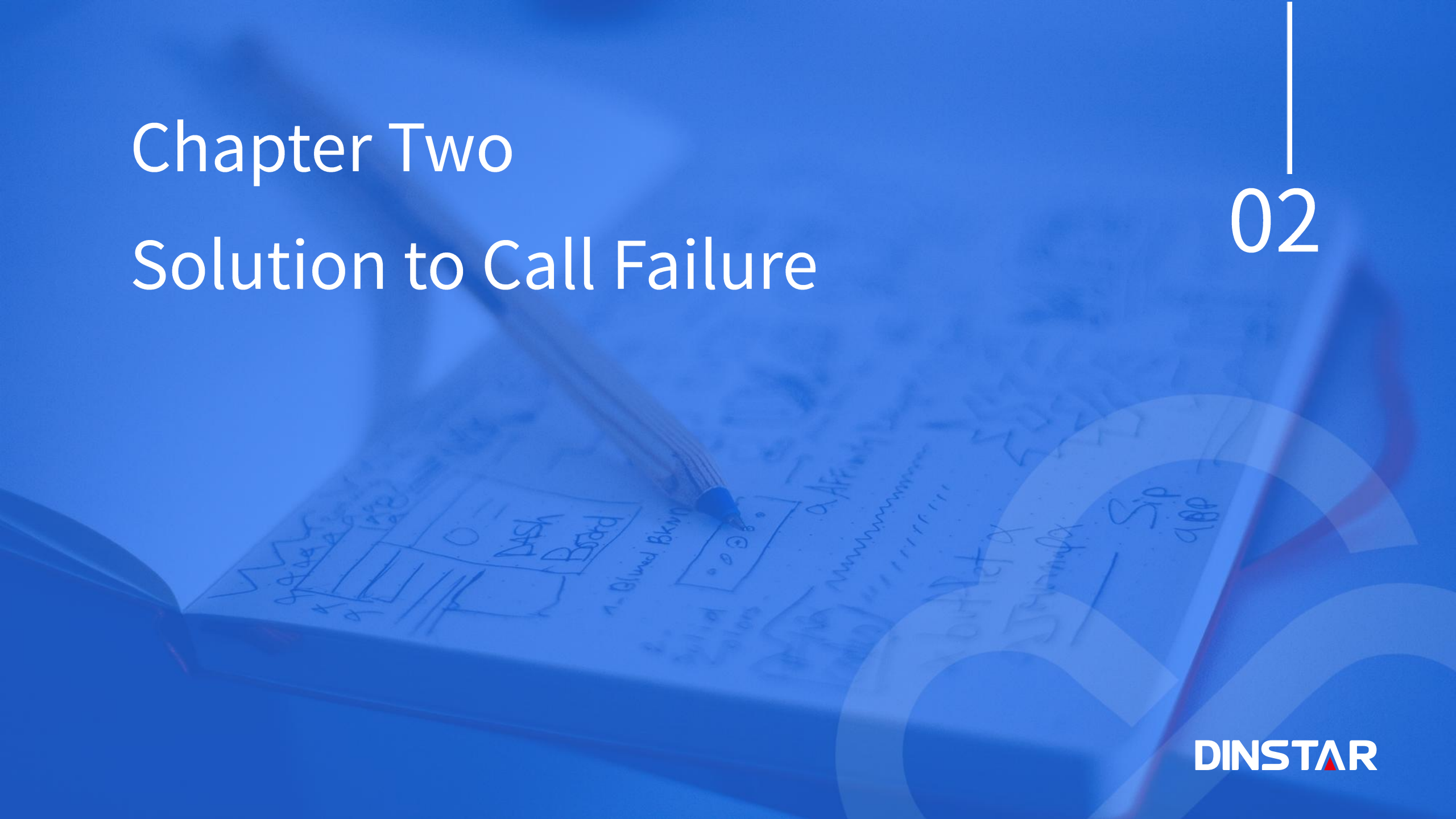
Chapter Two
Solution to Call Failure

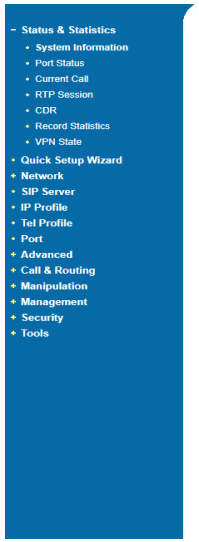
02

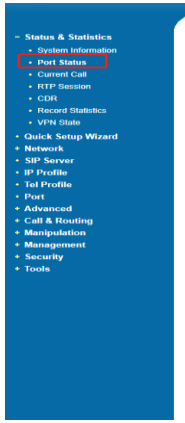


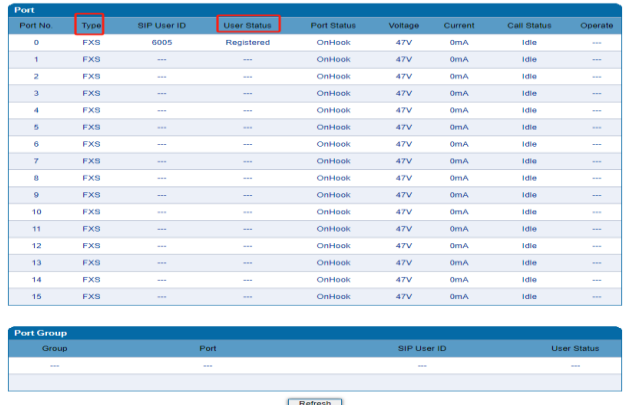
Solution for Call Failure of FXS

- View Status

1. Click **Status & Statistics -> System Information,** check the network mode configuration and verify if the network and DSP status are normal
2. Click **Status & Statistics ->Port Status,** check if the registration status and port status are normal
3. Check if the phone is functioning properly



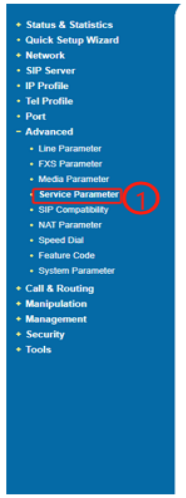


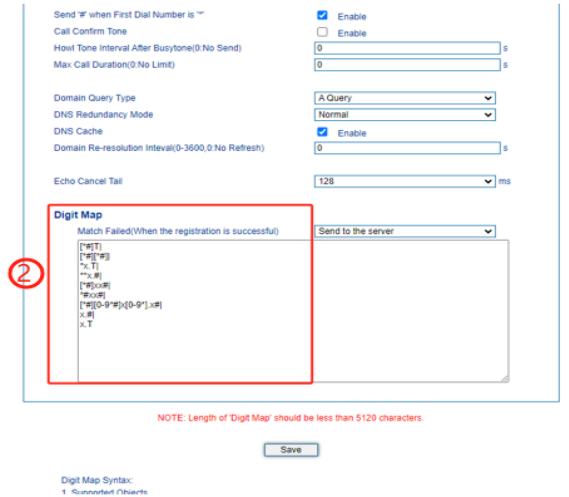


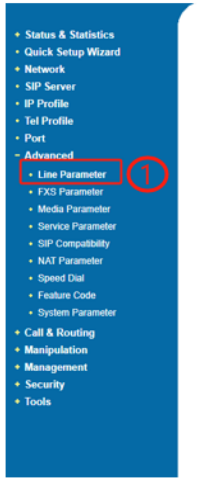
Solution for Call Failure of FXS

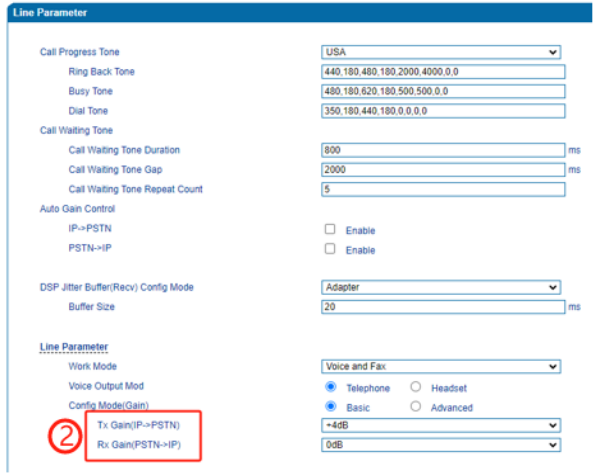
- View Configuration

1. Click **Advanced-> Service Parameter,** check if the called number complies with dialing rules
2. Click **Advanced-> Line Parameter,** check if the inability to call is caused by the gain being too large or too small





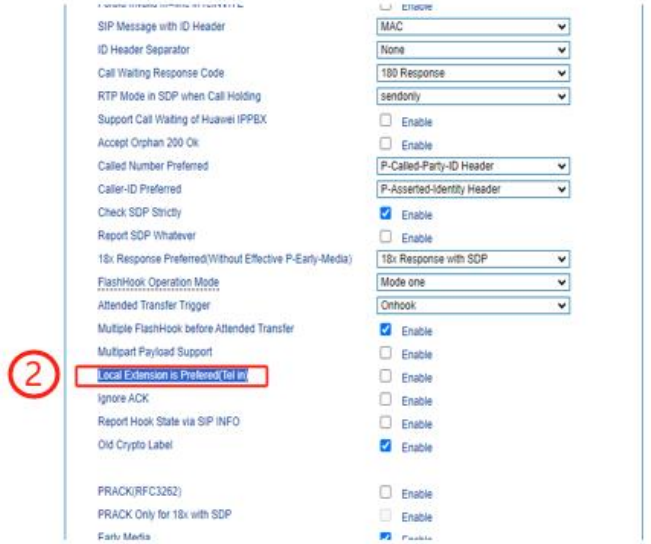


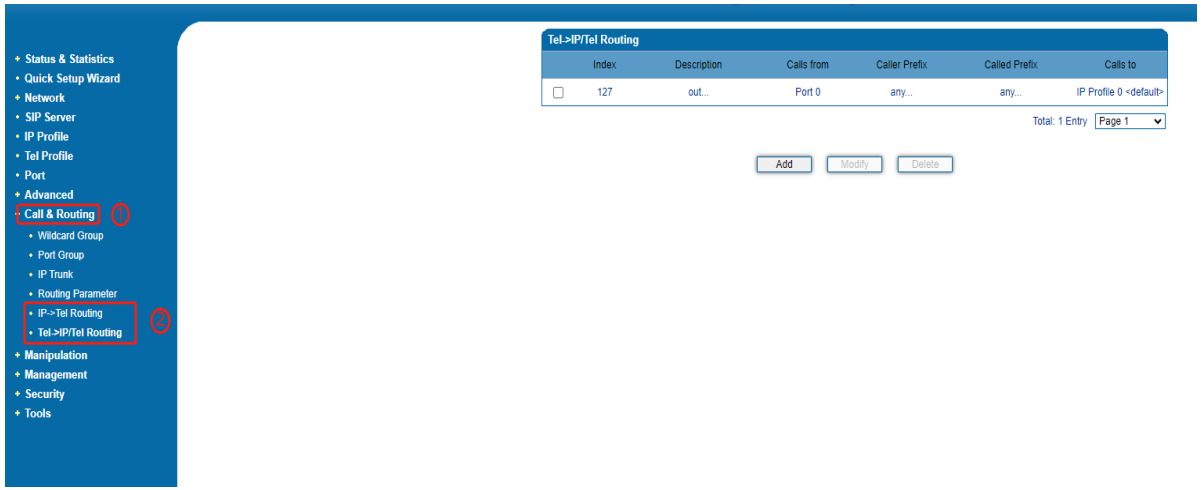


Solution for Call Failure of FXS

- View Configuration

1. Click **Advanced->SIP Compatibility ,** select the Local Extension is Prefered (Tel in) when the extensions on a DAG/FXS cannot call each other
2. Click **Call & Routing**, check if the routing is correct when DAG/FXS and SIP server using SIP trunk mode

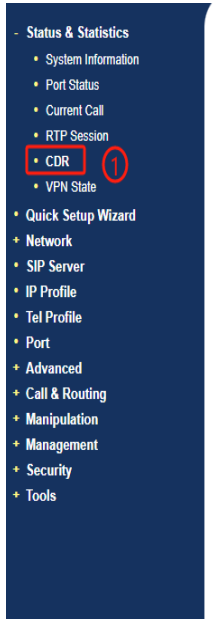


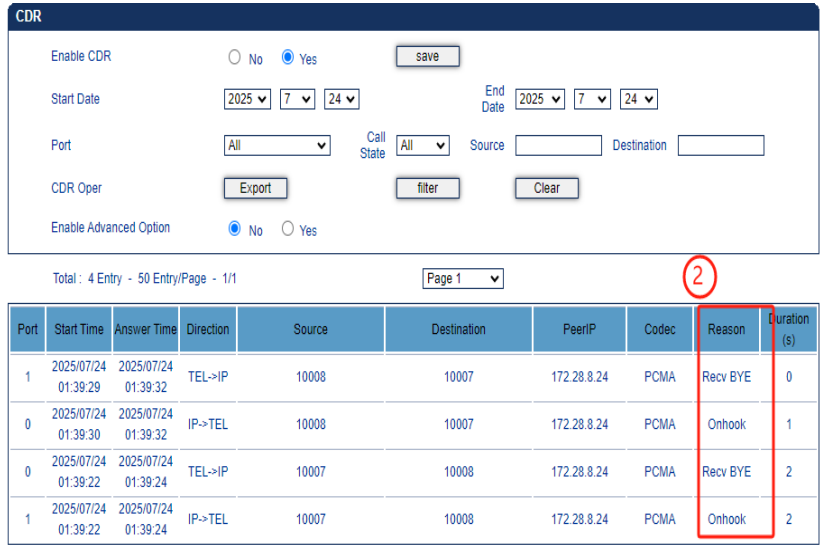


Solution for Call Failure of FXS

- View CDR

Click **Status & Statistics -> CDR**, View the reason for call failure

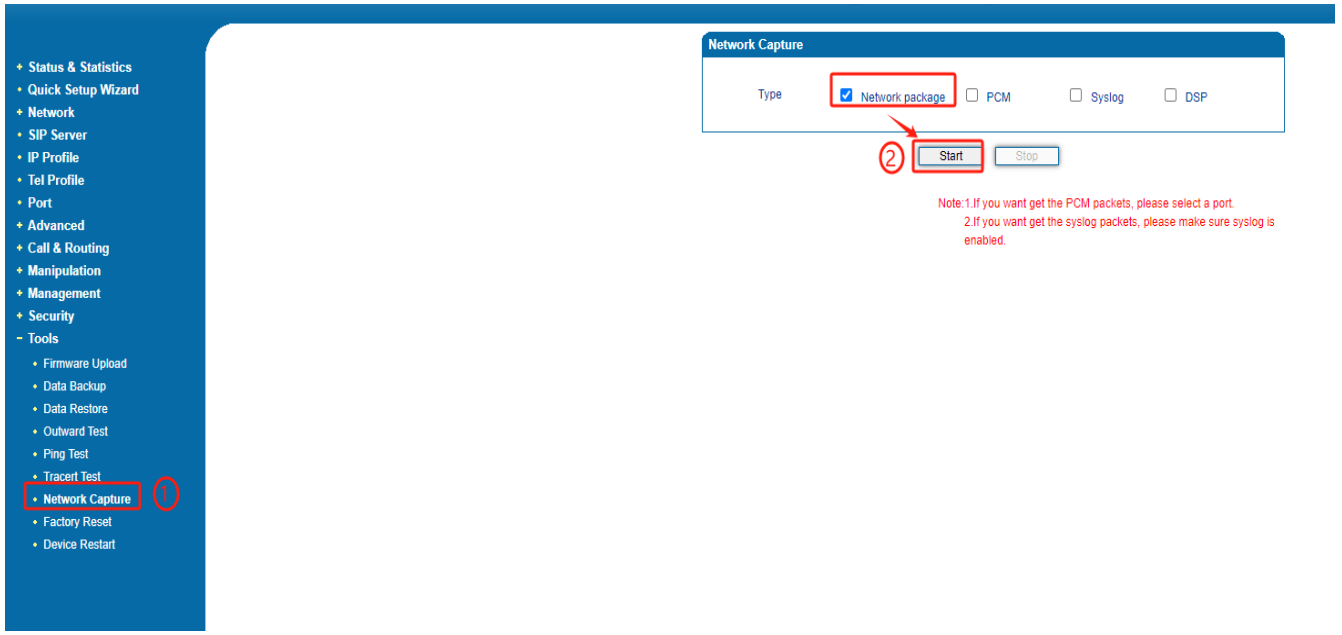




Solution for Call Failure of FXS

- Network Capture

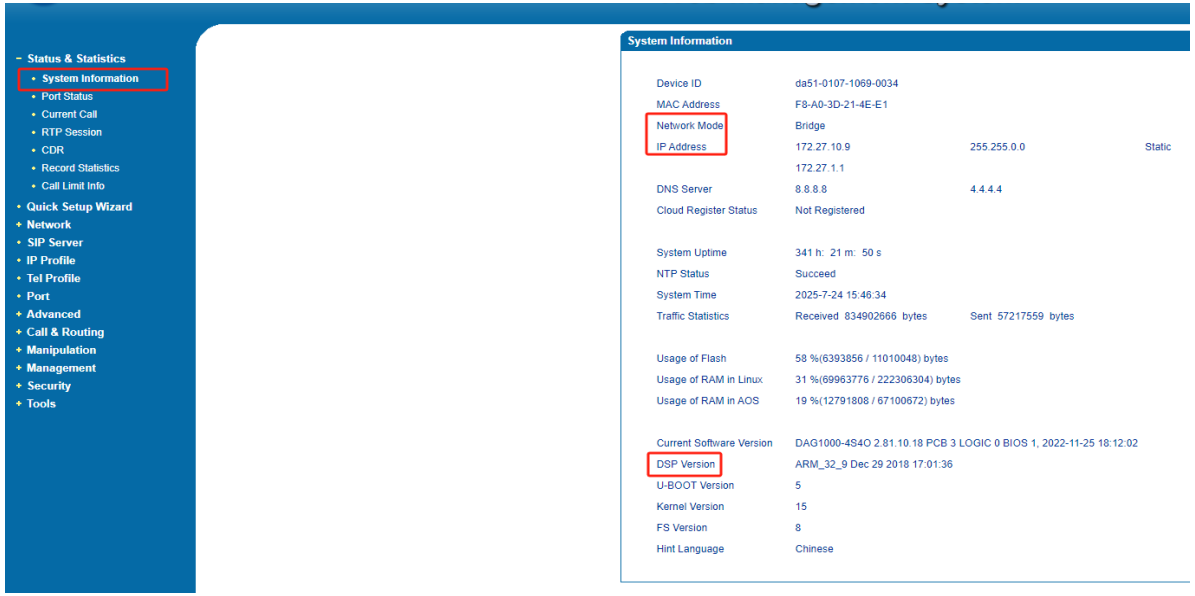
1. Click **Tools - Network Capture**
2. By default, network packet are selected. Click on start
3. Reproduce call failure issue
4. Click to stop, download network packet to view



Solution for Call Failure of FXO

- View Status

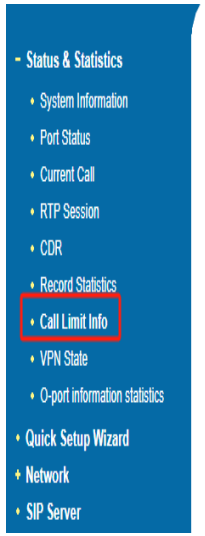
1. Click **Status & Statistics -> System Information,** check the network mode configuration and verify if the network and DSP status are normal
2. Click **Status & Statistics ->Port Status,** check if the registration status is normal and if the port is wired
3. Click **Status & Statistics ->Port Status,** observe whether the port status is idle during a call

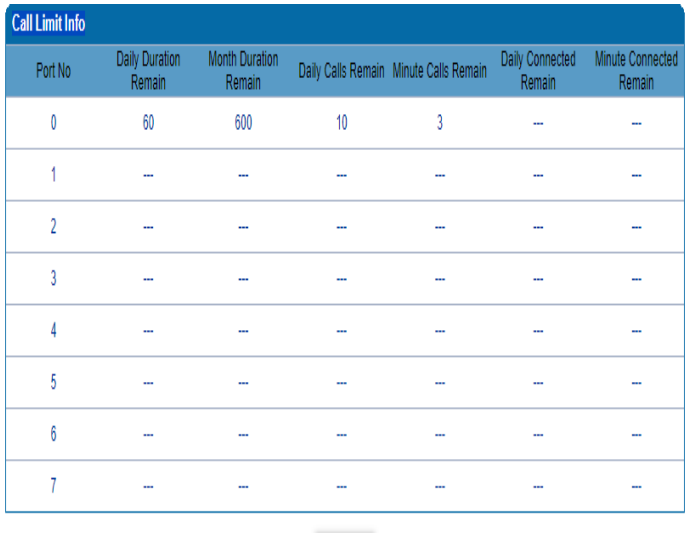


Solution for Call Failure of FXO

- View Status

4. Click **Status & Statistics -> Call Limit Info,** check if there are call limit
5. Connect the line on the FXO device to the phone to test if it can make a call

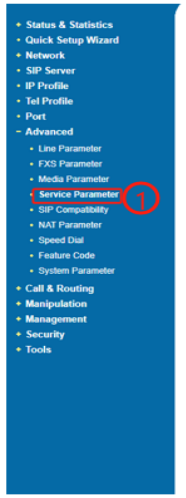


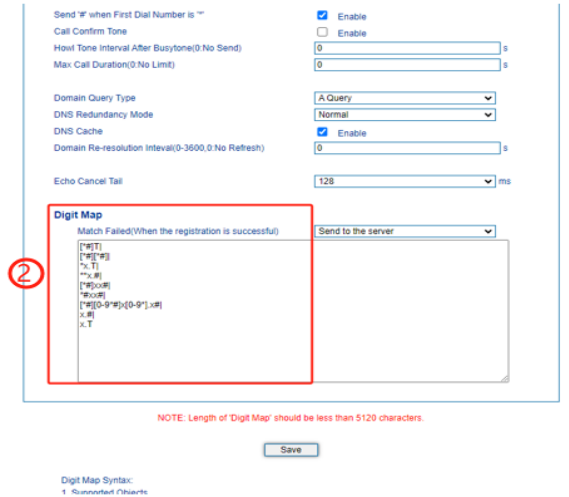


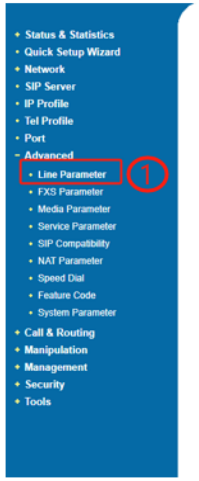
Solution for Call Failure of FXO

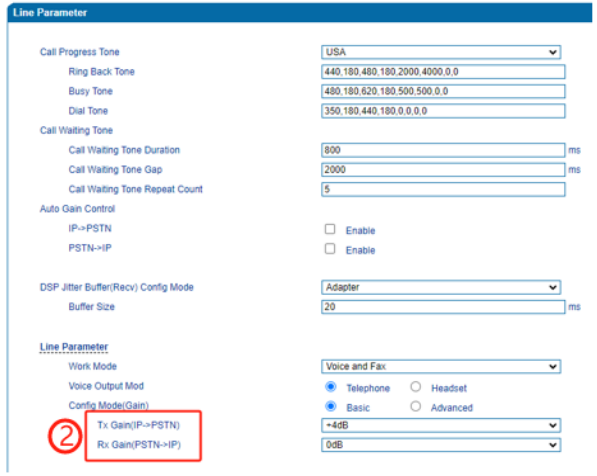
- View Configuration

1. Click **Advanced-> Service Parameter,** check if the called number complies with dialing rules
2. Click **Advanced-> Line Parameter,** check if the inability to call is caused by the gain being too large or too small









Solution for Call Failure of FXO

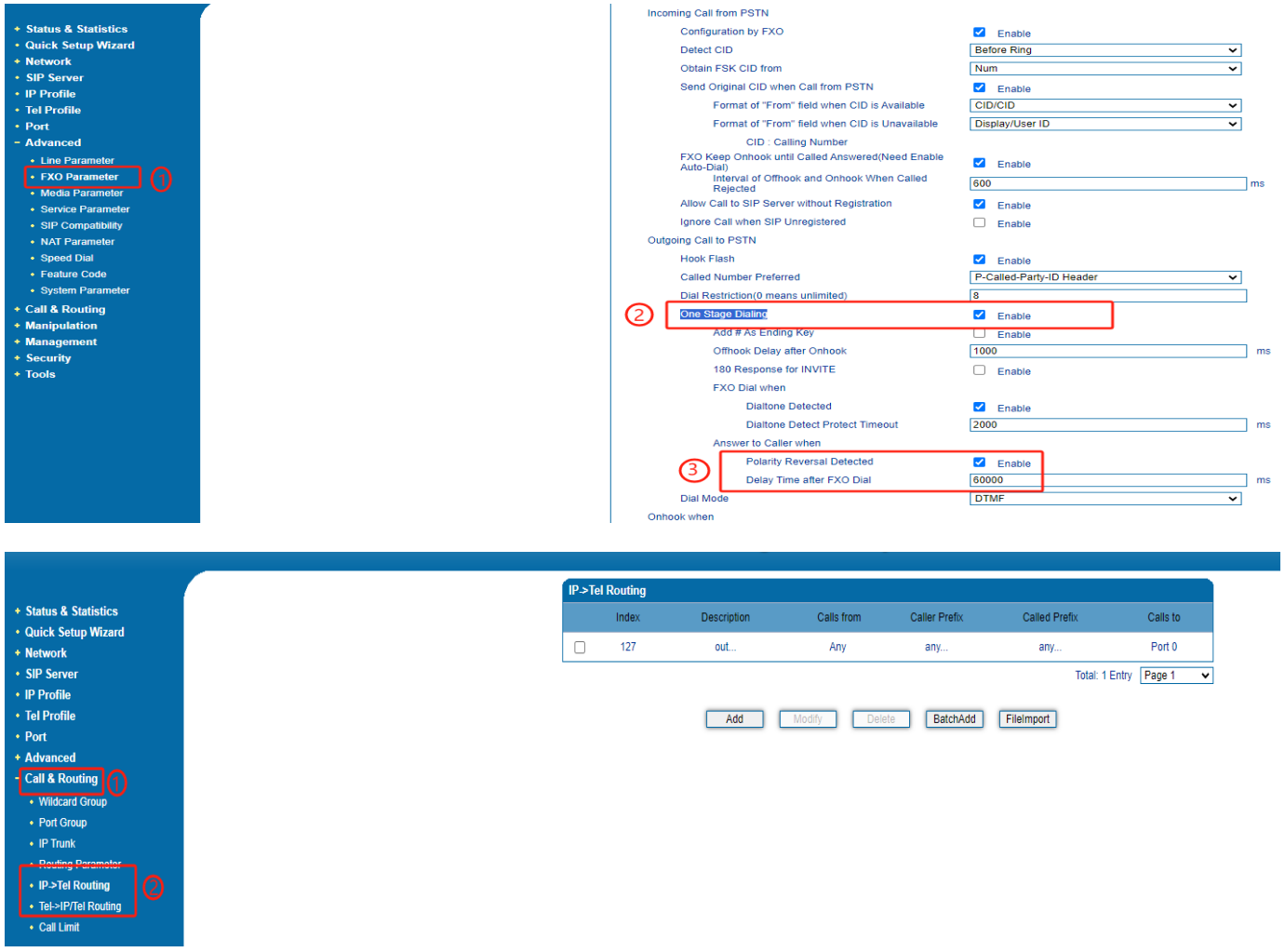
- View Configuration

3.Click **Advanced-> FXO Parameter,**

Check if one stage dialing is selected

4.Click **Advanced-> FXO Parameter ,** Verify with the operator if there is a Polarity Reversal on the line, If there is, Polarity Reversal detection needs to be enabled, and the delay time needs to be changed to 60000ms

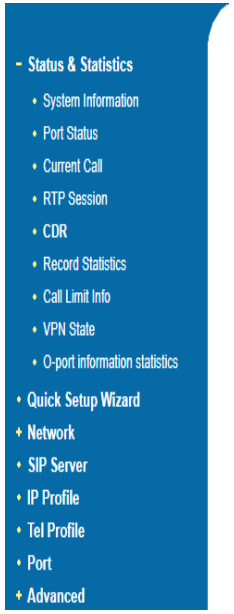
5.Click **Call & Routing**, check if the routing is correct

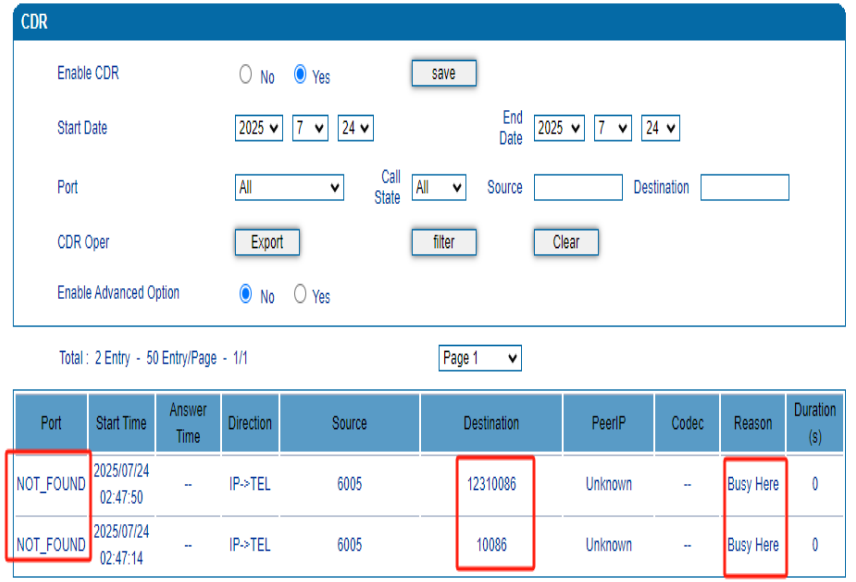


Solution for Call Failure of FXO

- View CDR

Click **Status & Statistics -> CDR**, check if the call port and calling/called numbers are correct, and what is the reason for the failure

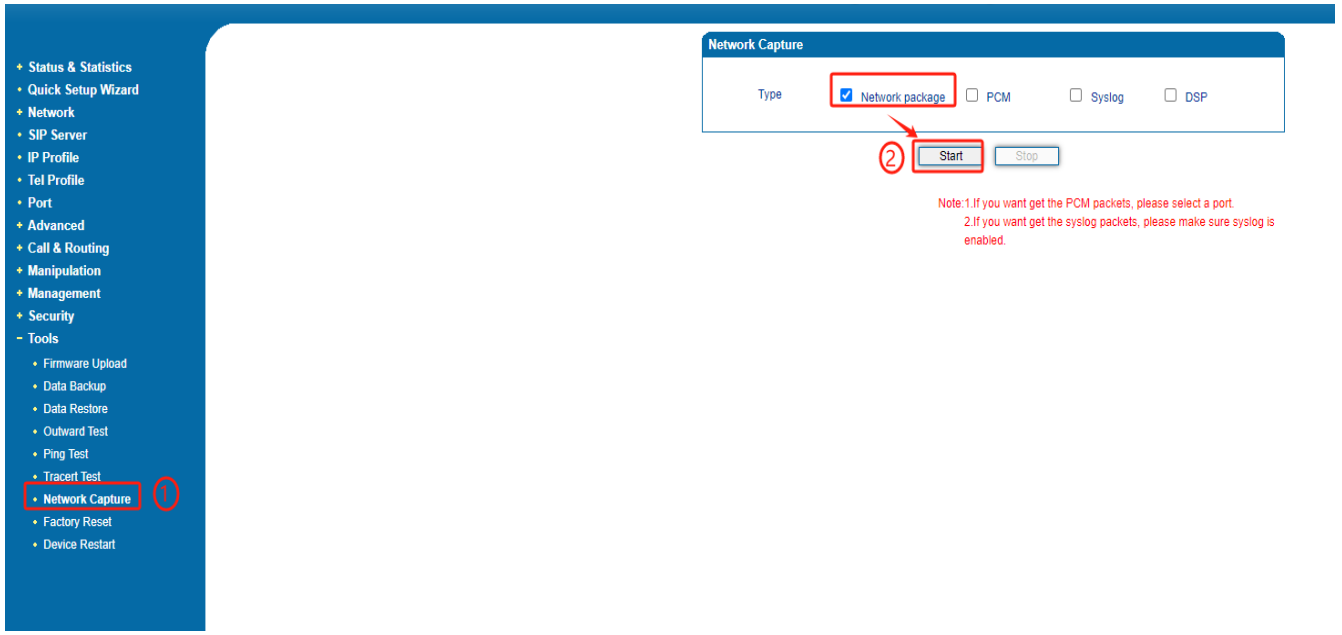




Solution for Call Failure of FXO

- Network Capture

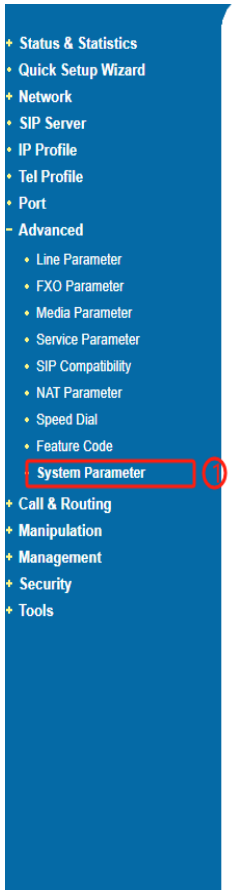
1. Click **Tools - Network Capture**
2. By default, network packet are selected. Click on start
3. Reproduce call failure issue
4. Click to stop, download network packet to view

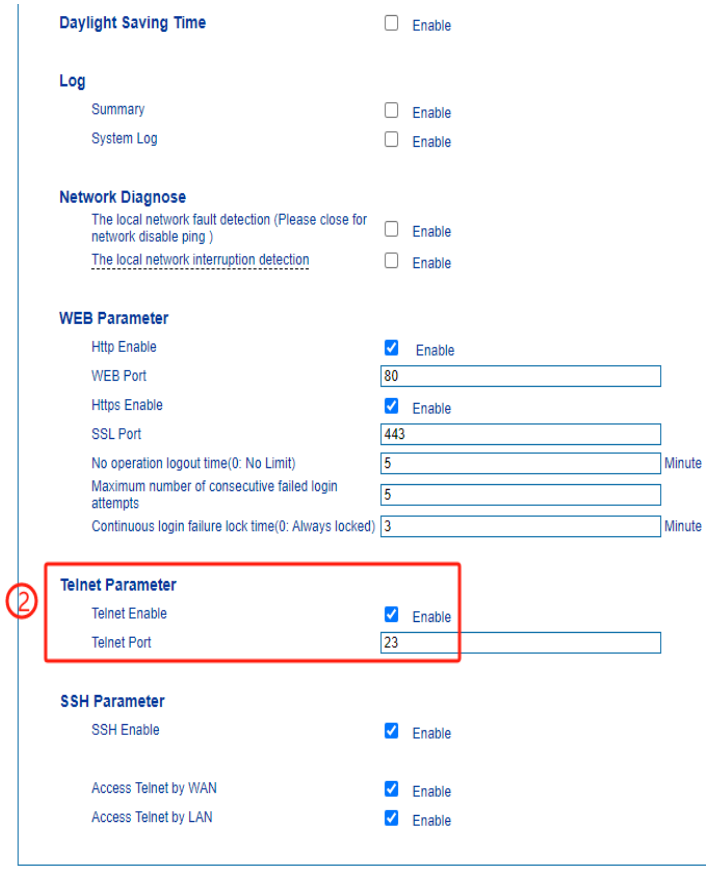


Solution for Call Failure of FXO

- Call trace

1. Click **Advanced-> Service Parameter**
2. Enable Telnet permission

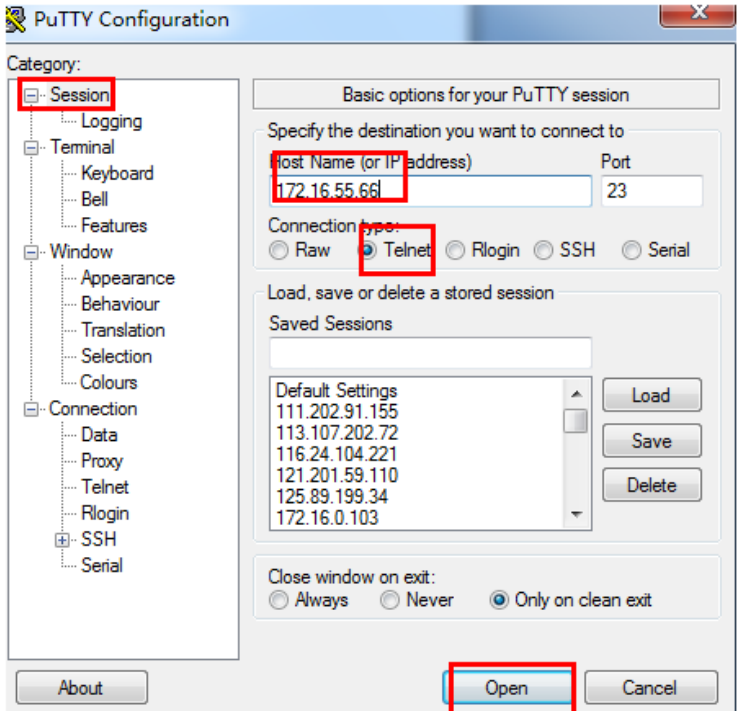


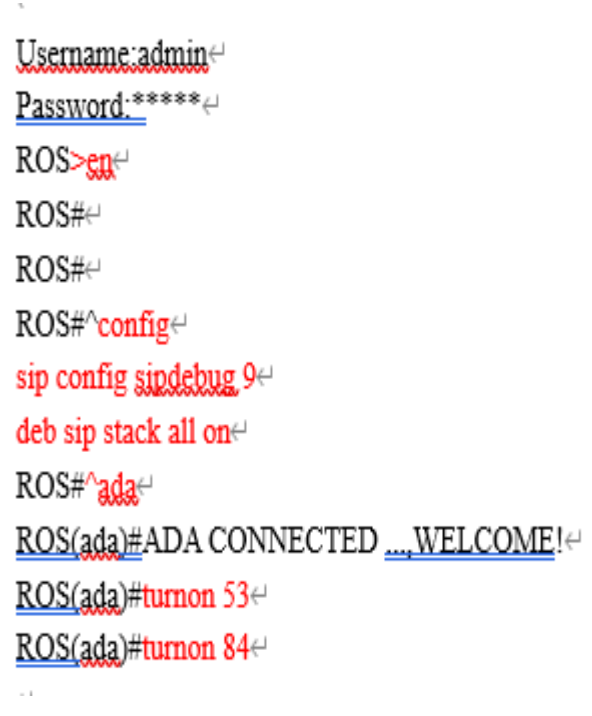


Solution for Call Failure of FXO

- Call trace

3. Using the Telnet tool on devices
4. Enter commands based on the image
5. Reproduce the problem and check the call log





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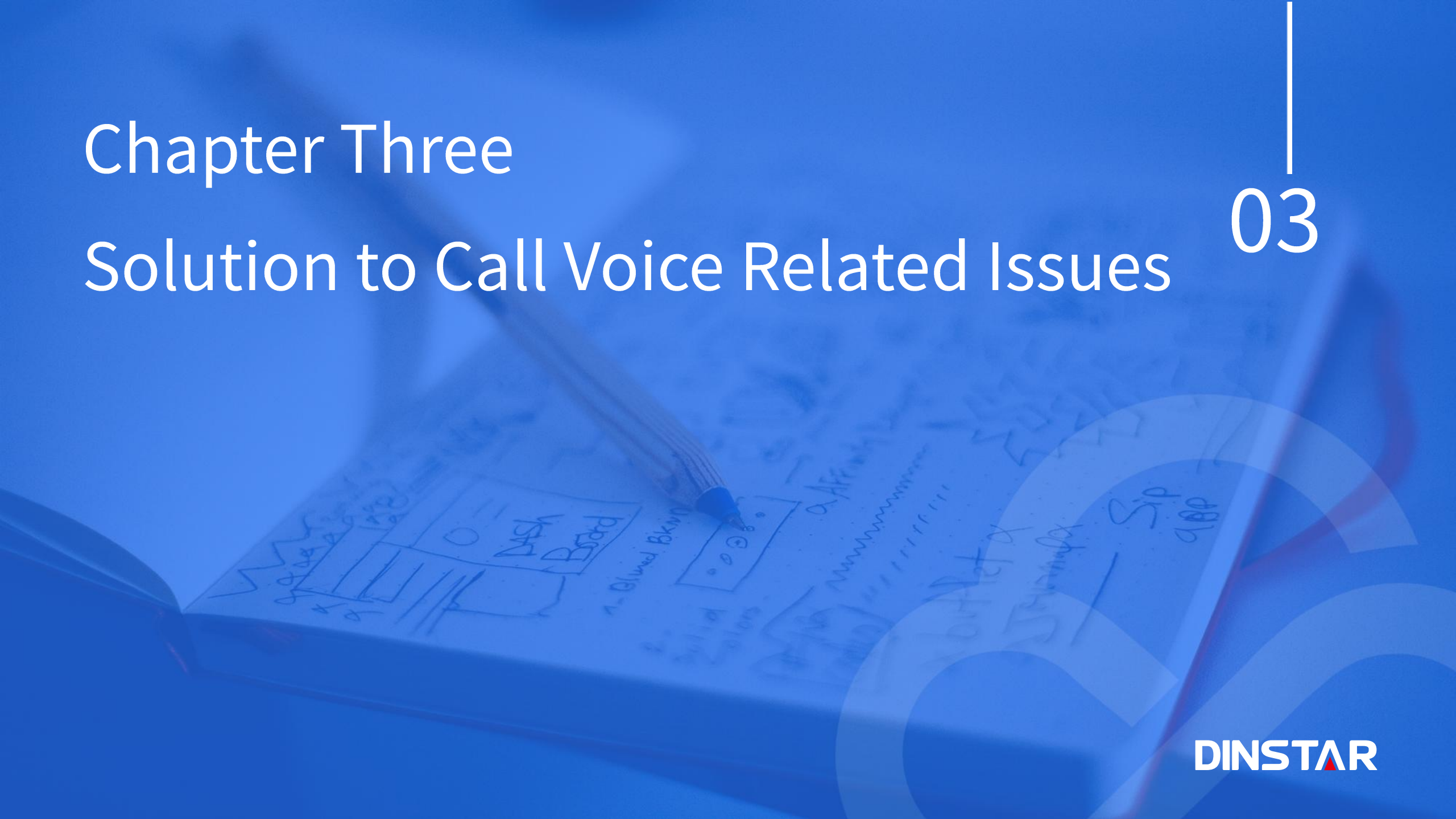
Chapter Three
Solution to Call Voice Related Issues

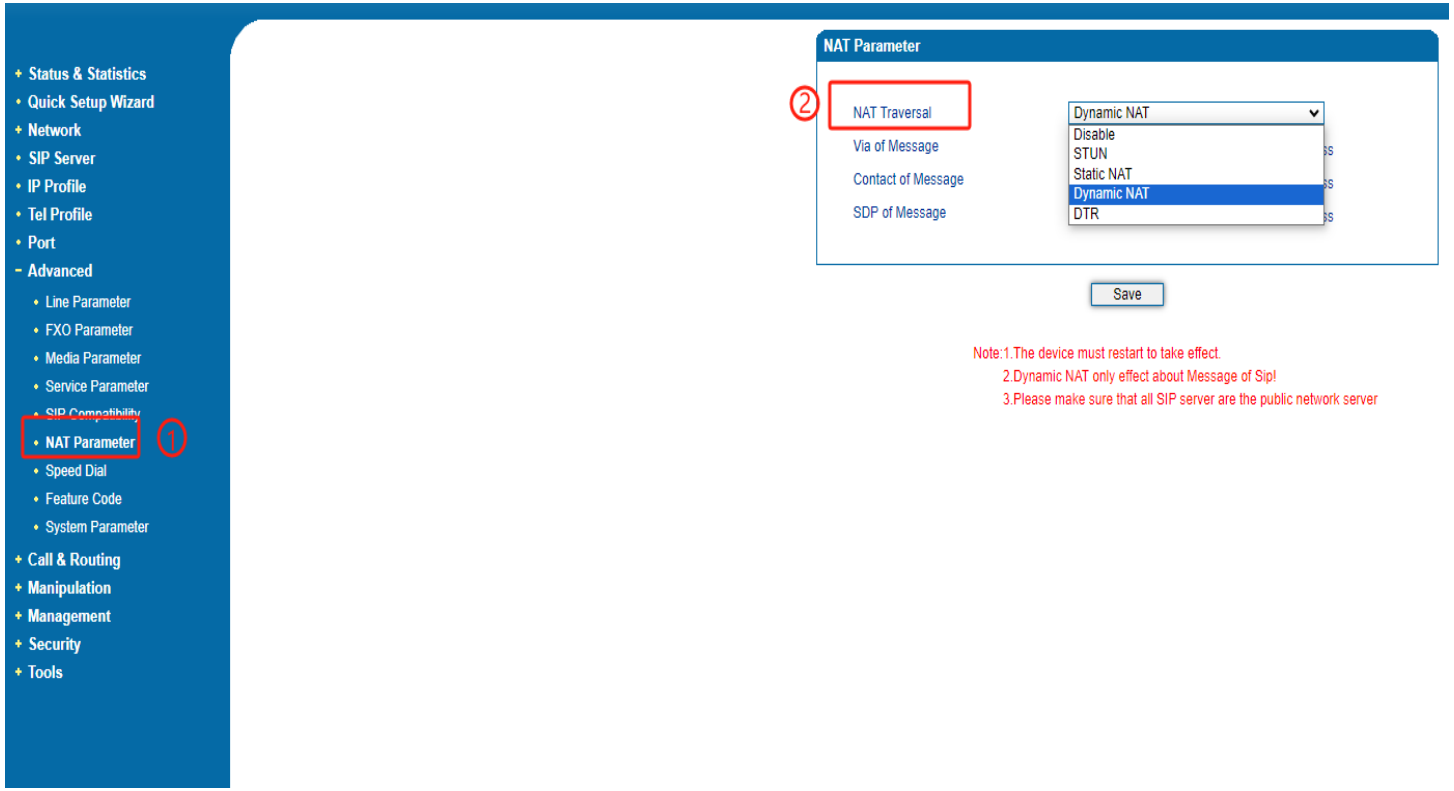
03



Call Without Sound

- NAT

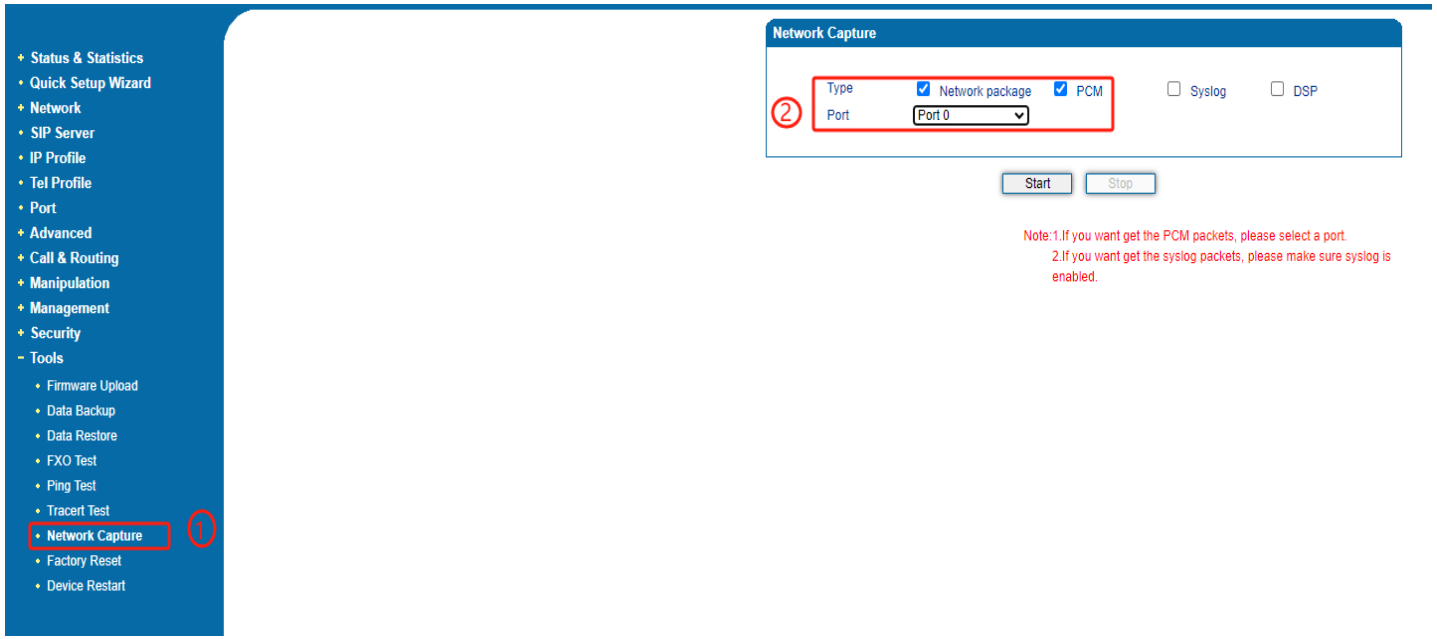
1. SIP server and DAG are on the same intranet, disable NAT testing
2. SIP server is on the public network, try to modify NAT mode for testing



Call Without Sound

- Network Capture

1. Click **Tools - Network Capture**
2. Select PCM and network packet. click on start
3. Reproduce call issue
4. Click to stop, download the packet to view



Contents

Chapter Four
Solution for Login Failure

04

Forget IP/ password

- FXS

1.Connect the phone to the FXS port,

dial *** 158 #** to check the LAN port IP,

dial *** 159 #** to check the WAN port IP,

dial *** 165*000000** # to Restore factory IP address(192.168.11.1) and password (admin)

dial *** 166*000000** # to restore all device configurations to factory settings

2. Press the RST button to restore the default IP address and password within 3 to 6 seconds

- FXO

1.When the FXO port is **not configured with Offhook Auto-Dial**, the phone dials the external line number on the FXO port and hears the prompt tone to dial the extension number, the operation is:

dial * 158 # to check the LAN port IP,

dial * 159 # to check the WAN port IP,

2. Press the RST button to restore the default IP address and password within 3 to 6 seconds

Unable to log in with the correct IP

1.Check if the run light is flashing and if the pwr light is constantly on

2.Connect the computer to the network port of the DAG device, change the computer IP to a network segment, and test if it can log in

3.Press the RST button 7-10s to restore all device configurations to factory settings and test if the factory IP can log in

DINSTAR

THANKS

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