

IP Phone Troubleshooting



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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

- 1** Chapter One Solution to Registration Failure
- 2 Chapter Two Solution to Call Failure
- 3 Chapter Three Solution to Call Voice Related Issues
- 4 Chapter Four Solution for Login Failure

Chapter One

Solution to Registration Failure

01

Solution to Registration Failure

- View Configuration

1. Click **Account->Basic**
2. Check the active is enable
3. Check if the registered account and password are correct
4. Check if the IP and port of the server are correct
5. SIP servers on the public network can enable NAT

Solution to Registration Failure

- View Configuration
6. Click **Account->SIP Param**, Check if the call without registration is disabled

The screenshot displays the DINSTAR web interface for configuring a SIP account. The top navigation bar includes tabs for Status, Account, Network, Phone, PhoneBook, Upgrade, and Security. The left sidebar shows a tree view with 'Basic', 'SIP Param' (highlighted with a red box), 'Advanced', and 'Codecs'. The main content area is titled 'SIP Account' and contains two sections: 'Account' and 'Service Param'. The 'Account' section shows 'Account1: 70001'. The 'Service Param' section lists various parameters with their current values and ranges in parentheses:

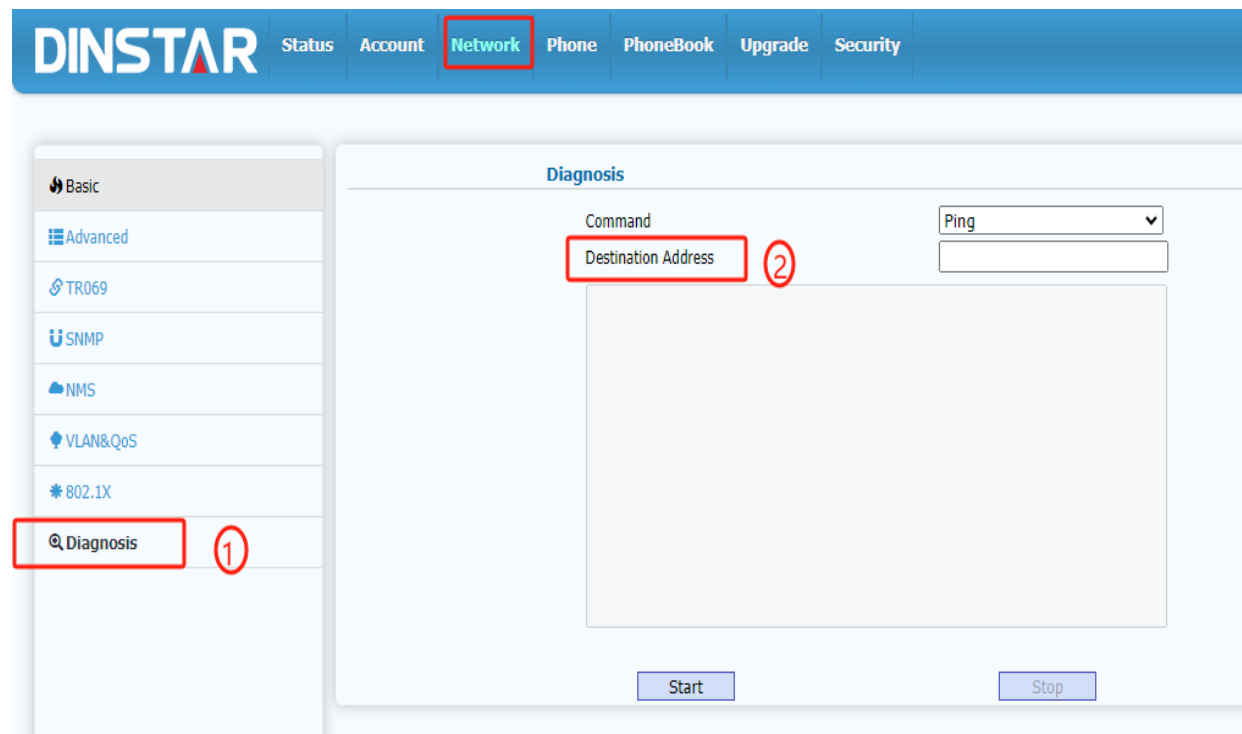
Parameter	Value	Range
Min Local SIP Port	20000	(1024~65535)
Max Local SIP Port	20299	(1024~65535)
Use New SIP Port When Registration Fail	Enabled	
Call without Registration	Disabled	
MWI Subscribe	Disabled	
MWI Subscribe Period	1800	(120~65535s)
Voice Mail Number	*170*2#	
BLF Expire	1800	(120~65535s)
ACD Expire	1800	(120~65535s)

Solution to Registration Failure

- PING

1. Click **Network->Diagnosis**,

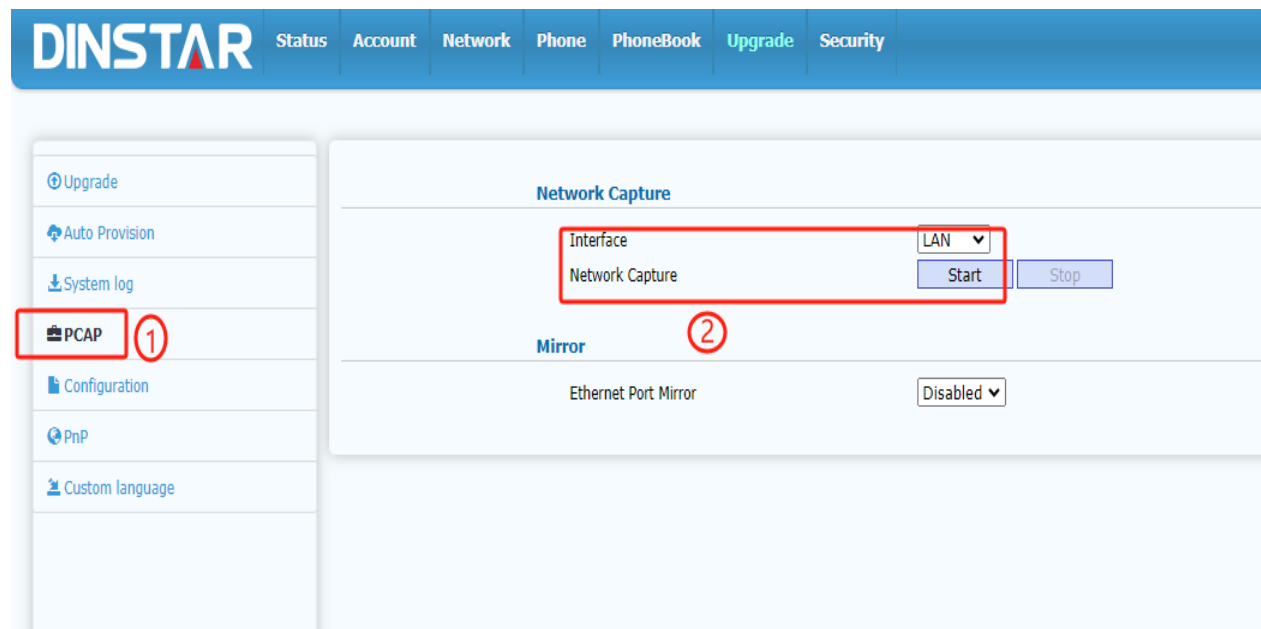
2. Enter the address of the server and check if it can be pinged



Solution to Registration Failure

- Network Capture

1. Click **Upgrade -> PCAP**
2. Select network port and click on start
3. Wait a few minutes
4. Click to stop, download network packet to view



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Chapter Two

Solution to Call Failure

02

Solution to Call Failure

- View Status-Registration Mode

Click **Status** -> **Basic**, Check the account registration status.

The registration mode requires successful registration to make a call

The screenshot shows the DINSTAR web interface with the 'Status' tab selected. The 'Basic' sub-tab is active, displaying a sidebar with a home icon and the label 'Basic'. The main content area is divided into several sections:

- Product Information:** A table showing device details.

Model	C62S
MAC Address	F8:A0:3D:67:55:A8
SN	DED1-0709-7064-0063
Firmware Version	2.62.11.12.20
Hardware Version	62.2.1.1.0.1.6.1
- Network Information:** A table showing network settings.

Mode(IPv4/IPv6)	IPv4
-----------------	------
- IPv4:** A table showing IPv4 configuration.

Type	Static IP
IP Address	172.28.51.105
Subnet Mask	255.255.0.0
Gateway	172.28.1.1
DNS1	8.8.8.8
DNS2	
- Account Information:** A table listing accounts and their status. A red box highlights the first four accounts.

Account1	70001@172.28.48.99
Account2	Disabled
Account3	6005@172.27.10.14
Account4	Registered
	20002@172.27.10.14
	UnRegistered
	1000@172.27.10.14
	Disabled
Account5	None@None
	UnRegistered
Account6	None@None
	UnRegistered
- Other:** A section at the bottom of the page.

Solution to Call Failure

- View Configuration –SIP Trunk Mode

1. Click **Account->SIP Param**, select the corresponding account
2. Check if the minimum and maximum local ports are consistent
3. Check if the call without registration is enabled

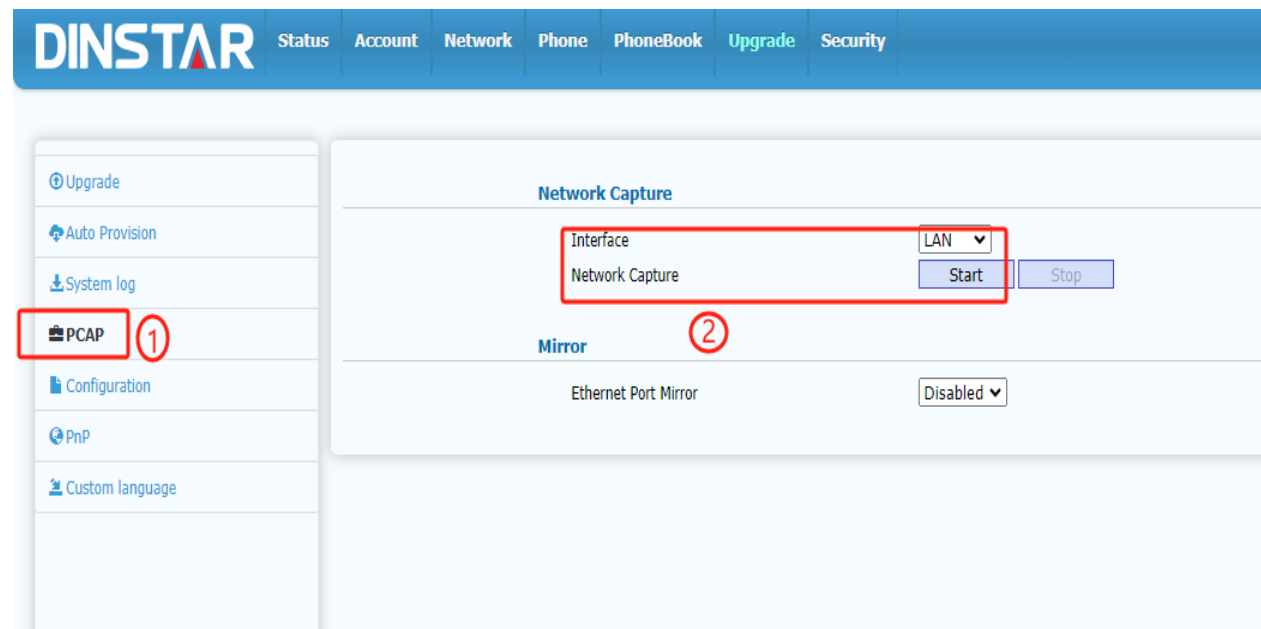
The screenshot displays the DINSTAR web interface for configuring a SIP account. The top navigation bar includes links for Status, Account, Network, Phone, PhoneBook, Upgrade, and Security. The left sidebar shows the configuration menu with 'SIP Param' selected (indicated by a red circle 1). The main content area is titled 'SIP Account' and shows the configuration for 'Account3: 20002'. Under the 'Service Param' section, the following settings are visible:

- Min Local SIP Port:** 20600 (1024~65535) (marked with a red circle 2)
- Max Local SIP Port:** 20600 (1024~65535) (marked with a red circle 2)
- Use New SIP Port When Registration Fail:** Enabled
- Call without Registration:** Enabled (marked with a red circle 3)
- MWI Subscribe:** Disabled
- MWI Subscribe Period:** 1800 (120~65535s)
- Voice Mail Number:** *170*2#
- BLF Expire:** 1800 (120~65535s)
- ACD Expire:** 1800 (120~65535s)
- Caller ID Header:** FROM

Solution to Call Failure

- Network Capture

1. Click **Upgrade -> PCAP**
2. Select network port and click on start
3. Reproduce the problem
4. Click to stop, download network packet to view



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Chapter Three

Solution to Call Voice Related Issues

03

Call Without Sound

1. There is no sound from the call controller, test if there is any sound from the speakerphone mode
 2. There is no sound from the call controller, but there is sound from the speakerphone mode.
- It is recommended to replace the controller for testing



Call Without Sound

- NAT

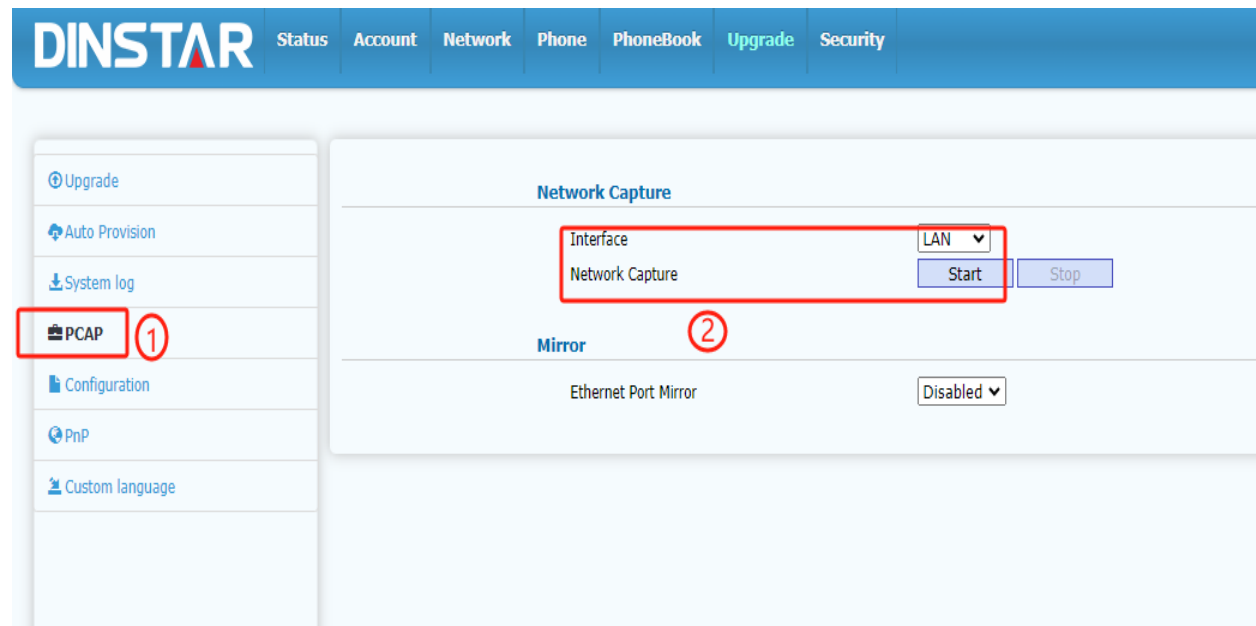
1. SIP server is on the public network, try to modify NAT mode for testing

The screenshot shows the DINSTAR web interface for configuring an account. The top navigation bar includes 'DINSTAR', 'Status', 'Account' (highlighted with a red box), 'Network', 'Phone', 'PhoneBook', 'Upgrade', and 'Security'. On the left sidebar, the 'Basic' tab is selected and highlighted with a red box and a circled '1'. The main content area is divided into several sections: 'SIP Account', 'SIP Server 1', 'SIP Server 2', 'SIP Server 3', 'Registration Params', 'Outbound Proxy Server', 'Transport Type', and 'NAT'. The 'NAT' section is highlighted with a red box and a circled '2'. The 'SIP Account' section contains fields for Status (Disabled), Account (Account1: 70001), Active (Disabled), Display Label (70001), Display Name (70001), Register Name (70001), Username (70001), and Password (*****). The 'SIP Server 1' section contains fields for Server IP (172.28.48.99), Port (5060), and Registration Expires (120). The 'SIP Server 2' section contains fields for Server IP, Port (5060), and Registration Expires (1800). The 'SIP Server 3' section contains fields for Server IP, Port, and Registration Expires. The 'Registration Params' section contains fields for Registration Type (Concurrent), Registration Fallback (Disabled), and SIP Registration Retry Timer (100). The 'Outbound Proxy Server' section contains fields for Active (Disabled), Server IP, Port (5060), Backup Server IP, Port (5060), Proxy Fallback Active (Disabled), and Proxy Fallback Interval (3600). The 'Transport Type' section contains a field for Transport Type (UDP). The 'NAT' section contains fields for NAT Type (Disabled), Stun Server Address, Static NAT Address, Via Use Type (NAT Address), and SDP Use Type (NAT Address).

Call Without Sound

- Network Capture

1. Click **Upgrade** -> **PCAP**
2. Select network port and click on start
3. Reproduce the problem
4. Click to stop, download network packet to view



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Chapter Four

Solution for Login Failure

04

Solution for Login Failure

1. Check if the IP address is correct: Press the OK button on the phone keyboard
2. Check if the IP address is correct: connect the network cable of the computer to the PC port of the IP phone
3. Restore factory testing: Press * # to power on and restore factory settings





THANKS



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