Cloud PBX

BYOB TROUBLESHOOTING
QUICK GUIDE

TELNET
WORLDWIDE

Quick fixes for when TelNet Worldwide is not your internet provider

A Note on BYOB: When combined with approved, full-feature IP phones, our Cloud PBX service delivers quality voice service and features over an internet connection. Customers have the option to order internet or bandwidth from TelNet, or they may use their 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 phone service, it could actually be 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:

"My phone is 'not registered,' and I get no audio or just one-way audio."

Please confirm that the Ethernet cable providing access to the internet is connected to the LAN or 10/100 port on the bottom of the phone.

"There is no audio on my phone handset."

Please confirm that the handset's connector cord is plugged into the phone's handset port. Make sure the volume is turned up on your phone. Try pressing the speaker button to make the call.

"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 that the following ports have been opened:
  - SIP: 5060-5090 and 69, with the protocol being UDP
  - RTP: 49152-65535
- Please confirm with your ISP that Application Layer Gateway (ALG) found on many routers has been turned off. (Many routers have ALG turned on by default, but if you are experiencing audio and registration issues, we recommend that you check your router settings and turn SIP ALG off if it is enabled.)

"I am experiencing dropped calls."

Make sure no one is using bandwidth-intensive applications (i.e., downloading and uploading large files, streaming music or watching videos). You may want to consider getting additional bandwidth if this is a frequent occurrence.

Also, make sure that the cable into your phone has a good connection.

"My phone does not ring. I get no incoming calls."

Make sure that the ringer of the phone is set to the proper volume and that "Do Not Disturb" (DND) is not enabled. There should be an indicator for this on the phone's display.

For additional tips and guides, go to 🖥 telnetww.com/resources