

Microsoft Teams Direct Routing - Advanced Diagnostics

Our Microsoft Teams - Direct Routing Advanced Diagnostics Tool has been designed to give you more information to see where a potential fault may lie; Gamma or a configuration issue with your customers equipment, making sure that if you ever do have a fault on your endpoint you can resolve the issue efficiently.

Not only this, but it allows you to log a fault directly into the Gamma Service Desk without needing to call / email the team.

The journeys we have available for the Advanced Diagnostics Tool are:

- Unable to make outbound calls
- Unable to receive inbound calls
- There is a problem with call quality
- Either the calling party or the called party cannot hear the other (One Way Audio)

Unable to Make Outbound Calls

If you are unable to make outbound calls it is strongly recommended that you first check the Gamma Portal to make sure that there are no call barring settings that are blocking the outbound calls.

If outbound calls are not being blocked by barring settings, it is recommended that you next check the underlying access into Azure.

Check that the access is online and that any firewall in the call path is open for access to Microsoft.

If all is OK with the access and the LAN then you should use the Advanced Diagnostics tool and select the Unable to make Outbound Calls journey.

This journey will ask you to specify the nature of outbound calls issue.

Gamma SIP Trunks - Unable to Make Outbound Calls

- ✓ Service Status >
- ✓ Call Barring >
- ✓ Fraud Management >
- i Access >

Nature of outbound calls issue

- Cannot Make Calls to Any Number
- Cannot Make Calls to Specific Number
- Intermittent Problem Making Calls

Save and Exit ← Back → Continue

Microsoft Teams - Direct Routing - Support Details

First Line Checks

First Line Check Completion
We recommend the checks below are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Dial Tone Is there a dial tone?	Not Sure	Help
Service Status Has the service ever worked?	No	Help
Router Power Cycle Has the router been restarted?	Not Sure	Help
Recent Change Have there been recent changes at your customer's site?	Not Sure	Help
Call Description What happens when a call is made?		Help
Provider Internet Service Provider.		Help

First Line Check Completion
We recommend the checks above are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Have the above checks resolved the problem?

Yes

No

[Save and Exit](#) [Back](#) [Continue](#)

Microsoft Teams - Direct Routing - Unable to Make Calls to a Specific Number

Number Unable to Call:

[Save and Exit](#) [Back](#) [Continue](#)

If you are unable to resolve your fault after completing the identified first line checks, you can continue the journey. This will then raise a ticket to the Service Desk with all the information that they need to start their diagnostic work and they will be in touch shortly.

Unable to Receive Inbound Calls

If you are unable to receive inbound calls it is strongly recommended that your first check is to check the underlying access into Azure.

Check that the access is online and that any firewall in the call path is open for access to Microsoft.

If all is OK with the access and the LAN then you should use the Advanced Diagnostics tool and select the Unable to Make Inbound Calls journey.

This journey will ask for the Nature of inbound calls issue and In the majority of cases this will let you know what the issue is, and if this requires Gamma intervention.

Microsoft Teams - Direct Routing - Inbound call error nature

- ✓ Service Status >
- ✓ Call Barring >
- ✓ Fraud Management >
- ✓ SIP Trunk Call Manager Service >
- i Access >

Nature of inbound calls issue

- Cannot Receive Calls From Any Number
- Cannot Receive Calls From a Specific Number
- Intermittent Problem Receiving Calls

Save and Exit

← Back

→ Continue

Microsoft Teams - Direct Routing - Support Details

First Line Checks



First Line Check Completion

We recommend the checks below are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Dial Tone

Is there a dial tone?

Not Sure

Help

Service Status

Has the service ever worked?

No

Help

Router Power Cycle

Has the router been restarted?

Not Sure

Help

Recent Change

Have there been recent changes at your customer's site?

Not Sure

Help

Call Description

What happens when a call is made?

Help

Provider

Internet Service Provider.

Help



First Line Check Completion

We recommend the checks above are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Have the above checks resolved the issue?

Yes

No

Save and Exit

← Back

→ Continue

Microsoft Teams - Direct Routing - Unable to Receive Calls From a Specific Number

Number Unable to Receive Calls From:

Save and Exit

← Back

→ Continue

If you are unable to resolve your fault after completing the identified first-line checks, you can continue the journey. This will then raise a ticket to the Service Desk with all the information that they need to start their diagnostic work and they will be in touch shortly.

There is a Problem With Call Quality

You should always check the underlying internet access that the endpoint runs over for performance issues such as jitter, latency or packet loss. If you are using Gamma access please see our [Broadband Technical Support Guide](#), [Assured Technical Support Guide](#) or [Converged Technical Support Guide](#) or [Ethernet Support Guide](#).

If all is OK with the access, then you should use the Advanced Diagnostics tool and select the option *'There is a problem with call quality'* journey.

Microsoft Teams - Direct Routing - Support Details

First Line Checks

First Line Check Completion
We recommend the checks below are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Issue Type What is the issue that you are experiencing?	Unknown	Help
Router Power Cycle Has the router been restarted?	Not Sure	Help
Recent Change Have there been recent changes at your customer's site?	Not Sure	Help
Provider Internet Service Provider.		Help

First Line Check Completion
We recommend the checks above are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Have the above checks resolved the issue?

Yes

No

Save and Exit

Back Continue

If you are unable to resolve your fault after completing the identified first-line checks, you can continue the journey. This will then raise a ticket to the Service Desk with all the information that they need to start their diagnostic work and they will be in touch shortly.

One-Way Audio

You should check the underlying internet access that your connection to Azure runs over for performance issues such as jitter, latency or packet loss. If you are using Gamma access please see our Broadband Technical Support Guide, Assured Technical Support Guide or Converged Technical Support Guide or Ethernet Support Guide.

If all is OK with the access, then you should use the Advanced Diagnostics tool and select either the “calling party” or the “called party cannot hear the other (one-way audio)” journey.

Microsoft Teams - Direct Routing - One Way Audio

Which Call Direction is Experiencing Issues

- One Way Audio on Outbound Calls
- One Way Audio on Inbound Calls

Which Call Party Does Not Receive Audio?

- Calling Party Does Not Receive Audio
- Called Party Does Not Receive Audio

Save and Exit

← Back

→ Continue

Microsoft Teams - Direct Routing - Support Details

First Line Checks



First Line Check Completion

We recommend the checks below are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Router Power Cycle

Has the router been restarted?

Not Sure



Help

Recent Change

Have there been recent changes at your customer's site?

Not Sure



Help

Provider

Internet Service Provider:

Help



First Line Check Completion

We recommend the checks above are performed before contacting Gamma to raise a case, but please be aware these are not mandatory to raise a fault with Gamma. This information is key to understanding the fault and it is advisable to perform these checks before continuing to raise a case in most fault situations.

Have the above checks resolved the problem?

Yes

No

Save and Exit

← Back

✓ Finish