

Microsoft Teams Direct Routing - Health Check

Our Microsoft Teams - Direct Routing Health Checks gives you an overview of issues you may be having with your service in an easy to view format.

To access the Health Check go to the Gamma Portal, Provisioning and Service Management, Voice Connectivity, Microsoft Teams - Direct Routing and Service Management.

Locate the endpoint and click View. The Health Check is loaded up in the middle of the Service Details page.

Microsoft Teams - Direct Routing Service ID: 217834

Summary

Channel Partner Account:	XXXX - Active Gamma Test 1
Company:	TEST
Service ID:	217834
ITSM Number:	1259689
Endpoint:	TC2N20EKO82197
Product Type:	Microsoft Teams - Direct Routing
Product Option:	SIP Trunk Call Manager
Order Date:	30/03/2020

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Actions

Please select an action ▼

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Service Details

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Service Status

The Service Status tab will show as green if there are no pending changes or if there are pending changes that are less than 24 hours old. This panel will become red if a change has not completed within 24 hours.

Call Barring

Call Barring will show green if the endpoint defaults are selected (Premium and International calls barred) and amber with any additional call barring options selected, so that if your customer is experiencing issues with calls you can see quickly to see if there are any additional bars.

You can also edit bars from this panel.

Fraud Management

You can see if Fraud Management is set up, and if it is whether the agreed limits have been breached or not. For more information on Fraud Management, please see the Microsoft Teams - Direct Routing Provisioning and In Life Changes guide.

SIP Trunk Call Manager Service

You can log into siptrunkcallmanager.co.uk as an admin from this panel.

Access

If users are experiencing any dropped calls or media-related issues, we advise to check their access first (this is usually the root cause of these issues).

DTMF

Gamma supports the transmission of digits as RFC2833 events and in-band DTMF transmission.

DTMF events must be sent either in-band or in accordance with RFC2833 (payload 101). Gamma does not support the conveying of digits in SIP INFO, and will return a '415 unsupported' error upon receipt of an INFO message.

If DTMF is not working with one number then you should ensure that the 'event duration threshold' in your RFC2833 events contains a positive value and one which increments with each individual packet of a DTMF tone.

An 'event duration' set to zero can cause DTMF events (particularly the initial digit) not to be recognised as a valid input by particularly sensitive far-end IVRs. Similarly, the codec sampling rate should be set to 8000 KHz. It is always a good idea to try to emulate the problem by dialling the affected IVR from other providers' networks.