

I Have a Problem With Call Routing Issues

You should first check the call plan in siptrunkcallmanager.co.uk, making sure that there is actually a valid call plan in place for the number(s) and that the call plan is correct.

We'd always recommend setting up a simple translation call plan using the SIP Trunk node. If the call routes through correctly you will know that the issue sits within the call plan you have set up.

Once you have checked the call plan, you should check the No Inbound Calls section of Advanced Diagnostics in this document.

Feature is not available at siptrunkcallmanager.co.uk

Ask the Administrator to log into siptrunkcallmanager.co.uk to make sure that the user has the relevant permissions.

Voicemail to email is not working

- Check that the email address is receiving emails
- Check that the email address is correct
- Make a test call and leave a voicemail
- Check junk / spam folders
- Check that the call plan is set up correctly in siptrunkcallmanager.co.uk
- Check by testing another email address/domain

It's worth noting that emails can take up to 10 minutes to be generated once a voicemail has been left.

Call Quality Issues

See Advanced Diagnostics section of this document.

Announcements are not available

You should ensure that the file format is correct. Upload the same file in either .MP3 or .Wav, or upload an alternate in one of these formats. The minimum length of recording is 0.5 seconds, upload a new file which is longer than this.

When announcements are uploaded they are converted to a local format. This can take up to 5 minutes depending on the size of the file.