

SIP Health Check

Our SIP Trunking Health Checks gives you an overview of issues you may be having with your SIP Trunk in an easy to view format.

To access the Health Check go to the Gamma Portal, Provisioning and Service Management, Voice Connectivity, Gamma SIP Trunks and Service Management.

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

Gamma SIP Trunks Service ID: 176040

Summary

Channel Partner Account:	XXXX - Gamma Test 1
Company:	TSC STCM P2P Test EP 2
Service ID:	176040
ITSM Number:	-
Service Status:	Order updated successfully
Endpoint:	DC2N16GNL312321
Product Type:	Gamma SIP Trunks
Product Option:	SIP Trunk Call Manager
Build:	Standard

[Export Order](#) [Change History](#) [Back To Search](#) [Refresh](#)

Actions

Please select an action

This endpoint is eligible for a free upgrade to an Enhanced Build.
An Enhanced Build will increase the resilience of the service by connecting the endpoint to two geographically distinct SBCs within the Gamma network, offering automatic failover in the unlikely event of an SBC failure within the Gamma network.
To take advantage of this option, the CPE will need to support a dual IP address configuration. To request upgrade select *Request to Migrate to Enhanced Build*.

[Continue](#)

Service Details

Health Check | Service | SIP Trunk Call Manager | Numbers | Customer | History

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

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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 SIP Trunking Provisioning and In Life Changes guide.

SIP Trunk Call Manager Service

This panel will only appear if you have got SIP Trunk Call Manager enabled to confirm that you have SIP Trunk Call Manager enabled.

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

Access

If the access is Gamma Broadband this will link you to the Broadband service management page of the exact circuit that your user is connected to, and also let you know if the PPP session is up or

down at that moment in time. If the circuit is down then this panel will show as red. If the access is 3rd party then a blue panel will be displayed advising you that your user is connected to a 3rd party circuit, and if they are experiencing any dropped calls or media-related issues to check your access first (this is usually the root cause of these issues).