

VoIP Status Indicator

Getting the VoIP interface to work can be very tricky sometimes. This is due to the fact that there are numerous settings both on the VoIP card itself and the Proxy server that need to correlate for the VoIP to properly register. Luckily the VoIP interface has Status Indicators that can hint where the problem might be. Status are indicated on the lower left and top left corners of the VoIP Console dialog.

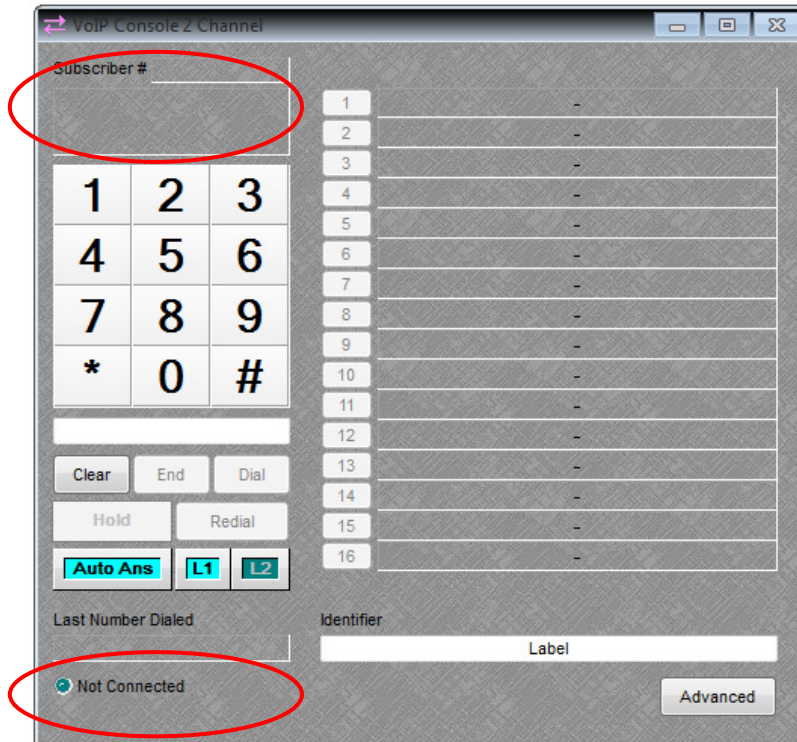


Figure 1 – Status indicators

The following is a list of all the possible messages and what they mean

VoIP Status messages

Not Connected

Audia software is not connected to a VoIP-2 Card.

Network Is Down

This status indicates that the VoIP-2 card’s Network Interface has not been connected to a valid port of an Ethernet Switch.

Network Is Up

This status indicates that the network interface of the VoIP-2 card is connected to a valid network point. It does not indicate that network settings are correct.

DHCP In Progress

This status indicates that the card has been set to acquire an IP Address via DHCP and the unit is currently requesting an address on the network.

Local Address Not Configured

This status indicates that fields are not configured properly in the Protocol Page of the Advanced VoIP Settings. If the Subscriber Number field is blank this status will appear before the card tries to register to the Proxy Server as the Subscriber number is needed for registration. If the User Name or Password field is empty this status will appear only after the Proxy Server has requested a User Name and Password from the VoIP-2 Card and the card sees no information to provide.

Proxy Is Not Configured

This status indicates that all attempts to locate a valid proxy address have been exhausted. For example if IP Address has been set to static, no SIP Domain has been set, and the Proxy Address field is blank the card has no way to find a Proxy Server and will report accordingly. If DHCP is used to acquire the VoIP-2 card IP Address and the Proxy Address field is left blank, the card will look to the Domain assigned by the DHCP server to locate the Proxy Server. In this case the Proxy Address may be considered configured by the card, even if it is not able to reach the address specified by the domain.

Registering

This status indicates that the VoIP-2 card has confirmed its presence on the network and is currently trying to register itself with the proxy server. It does not indicate that the VoIP-2 Protocol Settings are correct.

Idle

VoIP-2 Card is registered and ready to make a call.

If this application note did not answer your questions on the topic of "VoIP Status Indicators", please contact Biamp Technical Support Group by phone at + 1 800 826 1457 or by email at support@biamp.com.