

Cannot connect the phone when off-hook

Version: V1.0

Release Date: 3rd,Nov,2021

Contents

1. Introduction.....	1
1.1. Overview.....	1
1.2. Applicable model.....	1
1.3. Target audience.....	1
2. Problem analysis.....	2
3. Solution.....	3

1. Introduction

1.1. Overview

After the phone rings, the called party picks up the phone to answer the call, and there is no voice. At this time, the called phone enters the talking state and starts timing, and the calling phone is still ringing the ring back tone.

1.2. Applicable model

Applicable to all phone models of Fanvil.

1.3. Target audience

This document is for all customers who have encountered this problem.

2. Problem analysis

After the called phone is off-hook, a 200 OK packet will be returned to the calling party. The response message of the location phone will be sent to the address contained in the VIA field in the request message. In some SIP messages that are deployed on the internal network, but are mapped to the public network through NAT, the VIA field carries the address of the private network. As a result, when our phone responds to the message, it cannot be delivered to the opposite end correctly.

3. Solution

In the phone configuration, enable the "Strict proxy" (Chinese "compatible special server") function. The phone's response message will not be sent to the address in VIA, but directly to the address value in the SIP Contact field.

How to turn on the phone "compatible with the special server":

Enter the phone WEB management page and click "Line"->"Advanced Settings"-check "Configure compatible special server"-click submit at the bottom of the page, as shown in the figure below

