

Voice single pass or double pass

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1. Introduction

1.1. Overview

During the call, the opposite end and the local end cannot hear the sound; The opposite end can hear the local sound, but the local end cannot hear the opposite end sound; The opposite end cannot hear the local sound. The local end can hear the sound of the opposite end.

1.2. Applicable model

It applies to all types of phones of Fanvil.

1.3. Target audience

This document is mainly used to help customers troubleshoot the problem of echo during calls.

2. Problem analysis

This often happens when the phone is in the intranet and the PBX is also in the intranet, but the PBX maps the address and port of the public network. The phone is registered on the public network address and port of PBX.

1. The address in the INVITE or 200 OK SDP sent by the PBX is the private network address, and the RTP of the phone will be sent to the private network address. Finally, the RTP address is unreachable.

2. The handle or earphone of the phone is connected to the wrong interface, for example, the handle is connected to the earphone interface or the earphone is connected to the handle interface.

3. Multiple routers are connected in series, such as router a (connected to broadband) + router B (connected to telephone). RTP message forwarding is abnormal under some brands of router B.

3. Solution

Call test by IP address. For example, in the Intranet environment, a phone calls B phone by IP address to verify whether it is normal. The purpose is to make the phones communicate with each other without a PBX server

1. Contact the PBX administrator to check the configuration of the PBX or try to turn on the “Enable Strict Proxy” function.

2. Check whether the handle or earphone is wired correctly.

3. Change the telephone to the upper-level router or replace the lower level router with a switch.

Note: If the above problems are not solved, please turn on the packet capture function at the phone end and provide packet capture data to the Fanvil technical support. For packet capture methods, please refer to the Fanvil related documents

The method of turning on “Enable Strict Proxy”:

Enter the phone web management page and click “Line” - “Advanced Settings” –select “Enable Strict Proxy” - Click submit at the bottom of the page, as shown in the following figure:

