VoIP Troubleshooting Steps

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While Atlantech Online provides a Carrier-Class voice service, there are times when you may experience problems with your Atlantech Online voice services. The following are a list of questions that you can answer prior to opening a trouble ticket that will help us isolate the issue faster and resolve your problem in the quickest way possible.

1. Is the issue being experienced by everyone in your office, a group of people/phones, or just you?

2. If the issue is being experienced by a group of people in your office or just yourself, we will need the extensions and/or phone numbers of those affected.

3. Is the issue occurring on inbound calls, outbound calls, or both?

4. Is the issue reproducable or is it sporadic?

5. Is the issue occurring on internal calls, calls from outside lines, or both?

6. What is the issue itself?

7. Can you provide any details such as call date/time and phone numbers involved?

8. What endpoints were involved on these calls? (Teams desktop, Teams mobile, atlantech|softphone desktop, atlantech|softphone mobile, desk phone, etc..)

9. Was the bad call experienced at their office or from a remote location over mobile data or home internet?

It is best to be as descriptive as possible with regard to the issue at hand. Descriptions such as, "Calls sound like they are underwater" or "There is static on the line" or "The calls are choppy" are good examples of descriptions of voice quality issues. Often, the fix is easy to identify if technical support staff is provided good detail. Providing incorrect or delayed information to our support staff can greatly increase the amount of time it takes to resolve an issue, due to all the "moving pieces" involved in a voice over IP solution.