

Troubleshooting

How to use the troubleshooting guide

This page describes basic troubleshooting techniques and most frequent issues you may face during the application setup and usage.

The first part describes the basic tests to be made after you completed the configuration task list. Those test can reveal issues in the configuration and can help you to identify them.

The second part is a list of common issues and their causes. Look for the symptom and follow the tips. To know how to configure the product, please refer to the relevant pages in this guide.

Please understand that the problem may be related to complex PBX and network configurations, and that is not possible to list all them all. This guide must be considered as a tool to guess the origin of the issue.

1. Post installation tests

Create a new Echo service from the Add new service page. Make sure the Auto Attendant Module can receive DTMF tones placing a test call from the PSTN with your mobile phone. Press each button on the keypad once, and the IVR service will tell you if it received the key digits, or if it received the same digit twice.

2. Common issues

No DTMF digits are received or they are received twice

Please make sure your PBX does not send OOB (out of band) DTMF. Imagicle Auto Attendant only supports RFC2833

When a call comes in from the PSTN into the Auto attendant, and the call is transferred back from Auto Attendant to a mobile number, the Imagicle music on hold is heard without the actual transfer happening

- Check that a Calling Search Space to reach an outbound route pattern is set on both the following parameters of the Advanced Queuing SIP trunk:

Rerouting Calling Search Space	ALL	▼
Out-Of-Dialog Refer Calling Search Space	ALL	▼

When a call comes into an Auto Attendant service, and an option is selected to transfer to a queue, a closing message is heard

- Note that both Auto Attendant and Advanced Queuing have their own weekly timetable. Auto Attendant can be open, and maybe the destination queue might be closed due to end of shift.

3. Reading Wireshark captures

If you capture the network communication between Imagicle server and your PBX with Wireshark or with another packet sniffer, this is what you should see in the SIP call flow.

When a new call arrives, the PBX sends an INVITE to the Auto Attendant module. Auto Attendant replies with TRYING, RINGING

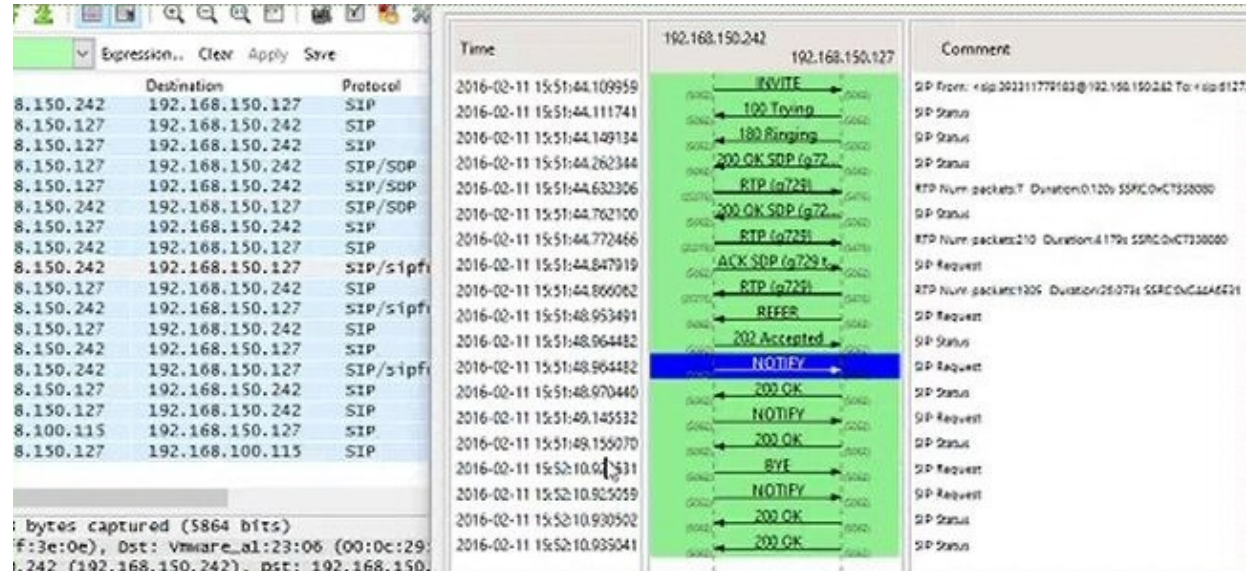
and OK. "OK" signaling has SDP headers which include codec and DTMF capabilities.

After the OK, the PBX should send ACK SDP and begin to send the RTP stream encoded with one of the supported codecs (G.711, G.729). Auto Attendant sends RTP stream too, if audio prompts are configured in the behavior.

If the call must be transferred, Auto Attendant sends a REFER with the new destination. The PBX answers "202 accepted" and sends at least two NOTIFY messages to tell Auto Attendant that the destination is ringing. The NOTIFY messages should contain TRYING, RINGING.

When the transferred call is answered, the PBX sends a BYE, followed by a NOTIFY (containing OK) to inform that the transfer is accomplished.

If the transfer fails, one of the NOTIFY messages includes the error code (e.g. 404 NOT FOUND).

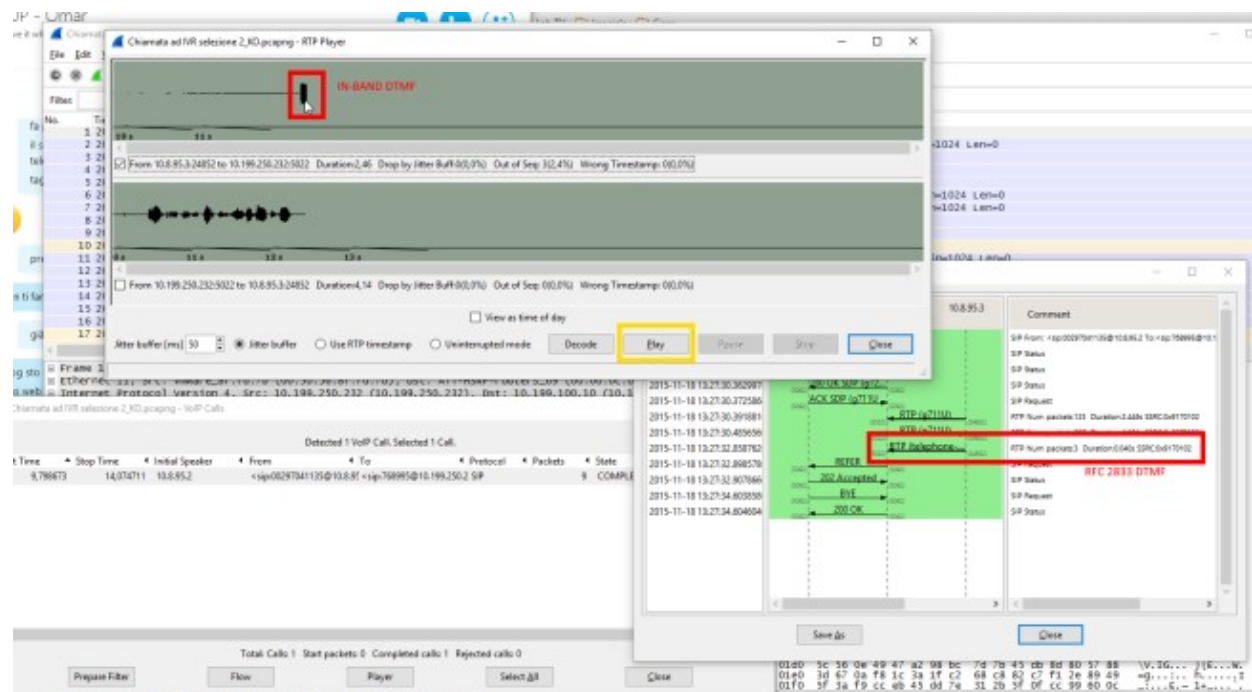
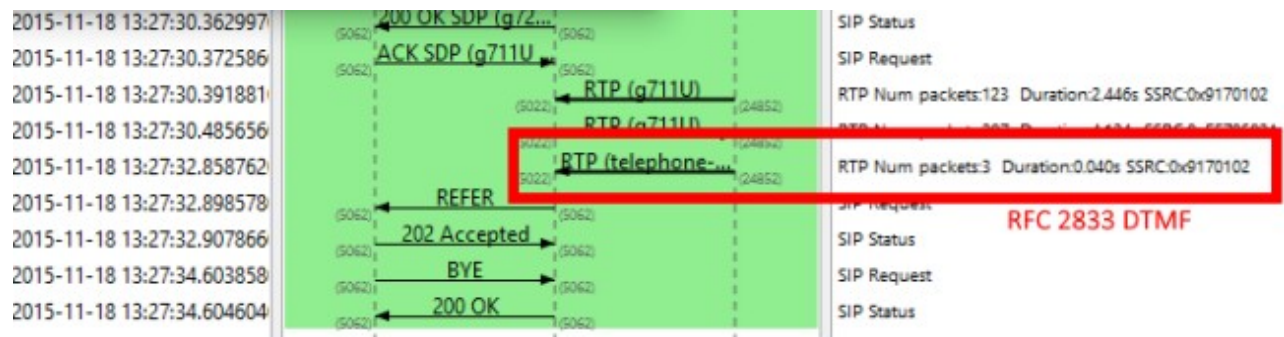


Checking DTMF tones

As per RFC2833 standard, the tones are sent out of band in the in RTP stream. The Payload type is 101.

In the capture, you should see something like:

```
a=rtmap:101 telephone-event/8000
a=fmtp:101 0-16
```



4. How to get the log files

The application log files are shared with Advanced Queuing. You need to get the log files only if requested by Imagicle Support Team. To retrieve log files, please read [here](#).