imagicle

VoiceMail not working properly (caller does not hear anything when calling the voice mail)

Applies to

Imagicle Voice Mail Service (VoiceMail)

Description

In some cases, Imagicle VoiceMail may not work properly: when placing a call to the Voice Mail, it may happen that the caller does not hear anything.

Cause

"Media Termination Point required" flag has not been selected when H323 Gateway device has been created-configured.

Likely this is required by the specific environment configuration.

Solution

Please check and make sure that "Media Termination Point required" flag is selected in H323 Gateway Configuration page, as in picture below.

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Gateway Configuration

Save | Delete | Copy | Reset | Apply Config | Add New

Status

Status: Ready

Device Information

Product	H.323 Gateway
Device Protocol	H.225
Registration:	Unknown
IPv4 Address:	192.168.4.35
Device is not trusted	
Device Name*	192.168.4.35
Description	SSAM VoiceMail
Device Pool*	Viareggio_DP
Common Device Configuration	Imagicle
Call Classification*	Usa valore predefin. sistema
Media Resource Group List	< None >
Packet Capture Mode*	None
Packet Capture Duration	0
Location*	Hub_None
AAR Group	< None >
Tunneled Protocol*	Nessuno
QSIG Variant*	Nessuna modifica
ASN.1 ROSE OID Encoding*	Nessuna modifica
Use Trusted Relay Point*	Predef
Signaling Port*	1720

- [x] Media Termination Point Required
- [x] Retry Video Call As Audio
- [x] Wait for Far End H.245 Terminal Capability Set

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