



Your partner in building a future of communications for your business.

[www.ACCTelecom.com](http://www.ACCTelecom.com)

8335 Guilford Rd | Suite H | Columbia, MD 21046 | 888.226.2216

## VoIP / SIP Troubleshooting Guide

### End User Tier1 Support

VoIP technology is the transmission of (traditionally circuit-switched) person-to-person voice conversations over IP based networks. Similarly, SIP Trunking technology is a quality version of VoIP providing the transmission of voice paths across the internet for business customers. Consequently, should you experience dropped calls, static or any other voice quality issues please reference the below Tier1 Troubleshooting steps prior to contacting ACC Telecom.

#### Tier1 Troubleshooting Steps:

1. Verify that you have internet access. If your internet is down, your phones will be inactive as well.
2. If your internet is down or running slow, please **contact your Internet Provider first** to see if there is a known issue with the service.
3. If you have Internet access, please run a Broadband Speed Test **WHILE THE PROBLEM IS OCCURRING/PHONES ARE INOPERABLE**. Type "Google Speed Test" into your internet browser. Choose option- "Speak Easy Speed Test". Choose a server (ex- Washington DC). Relay these results to an ACC Telecom representative.
4. Reboot the following equipment in this order:
  - a) Reboot Cable Modem first, **wait 5 minutes**. Please notate any error messages present if applicable. Test the internet & the phones.
  - b) Reboot Router(s) and Edgemark Router(s), **wait 5 minutes**. Please notate any error messages present if applicable. Test the internet & the phones.
  - c) Reboot the Switch(es) and telephones (this may be done at the same time). **Wait 5 minutes**. Please notate any error messages present if applicable. Test the internet & the phones.
  - d) Reboot computers. Proceed with testing.

5. Please answer the following questions and relay this information to an ACC Telecom representative:

- a) Please provide detailed information regarding the voice problem (ex- dropped calls, static, etc.)
- b) How long has this problem occurred?
- c) How often does the problem occur?
- d) Is there a specific time of day or day of the week that is more susceptible to voice problems?
- e) Is there a specific phone number, extension, or device that is having these problems?
- f) Have you recently added new users/employees to your system? And/or are there new tenants in your building?
- g) Have you been experiencing Internet issues or high internet use (i.e. - slower than usual, software or malware updates, high bandwidth usage, large uploads or downloads, etc.)?
- h) Have you run a broadband speed test? **99% of the time VoIP quality issues are directly related to internet speeds/activity.** (Please see #2 above for more information)

**For additional support or information please call our service line at 410-423-6500 to open a Tier2 support ticket.**