Basic VOIP Troubleshooting

Power Cycle

- Unplug the power cords from your MTA (Multimedia Terminal Adapter), any device in between, then your Cable Modem.
- Wait at least one minute before reconnecting the power to your cable modem.
- Wait and watch the lights cycle then go solid.
- Connect the power cord back to your MTA.
- Do not remove the cable connection from the cable modem, when troubleshooting problems with your VOIP service.
- The MTA, at times, will take a long time to sync, especially if the MTA has to download a new firmware update.
- Physical configuration Should always be Cable Modem >> MTA >> Computer
- If your entire house is wired to use the VOIP, this sometimes can cause quality issues. Try a single phone connected directly into the MTA.
- Sometimes there might also be an issue with the telephone itself, have the subscriber try a different phone if possible.

Cable Modem

Perhaps the easiest and most common source of problems.

- Is your cable modem on? If your modem is not on, or your cable service is out, the VOIP service will not work either.
- If your cable modem is an Arris or Motorola model, is it in standby mode?
- Do a speed test at our Performance Center with the VOIP phone on and off. Your results should be close to or above 128kb/s for optimum VOIP service.

No Dial Tone

- Power Cycle Power cycle all equipment as described above, slowly.
- Do not power cycle the MTA if the RUN light is flashing fast
- Do not remove the cable connection (coaxial cable) from the Cable Modem, when troubleshooting a VOIP issue
- The MTA at times will take a long time to sync, especially if the MTA has to download a new firmware update
- Check the MTA PWR (power) should be solid
- WAN (wide area network) should be solid or flashing , if it is off check the physical configuration and power cycle again

- RUN should be solid, if it is blinking slowly check the computer to see if you have an internet connection.(Try bringing up a web page or checking email)
- If the RUN light is flashing fast do not power cycle this means the MTA is downloading an update
- PHONE 1 should be lit when the phone is off the hook, if it is not coming on check the cabling to the phone
- Physical configuration is most commonly : Cable Modem >> MTA >> Computer. Check your user guide for configuration for your MTA model.
- A router should never come before the MTA this will reduce the service quality.
- Ethernet cables do go bad, try to change out the Ethernet cable if possible
- If you have the entire house wired to use VOIP service this sometimes cause the issue, bypass the wiring and check again
- Sometimes there might also be an issue with the telephone itself, try a different phone if possible

Gather Information

If you decide to call your VOIP provider's technical support, be sure to have the following information ready:

- The type of quality issue/s occurred (Choppiness, voice fading, intermittent loss of audio, static, dead air)
- Is the issue apparent on all calls, If not is there a particular location?
- Is the issue apparent on both ends of the phone, If not which side?
- Have a secondary contact number ready
- 3 call samples with the number dialed, time, and a description of the problem