

VODAFONE FIJI - TROUBLESHOOTING GUIDE FOR CLOUD PBX SERVICES



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Cloud PBX Issue Isolation Guide for Vodafone Corporate Customers

Purpose

The purpose of this troubleshooting guide helps identify whether Cloud PBX call issues are caused by:

- Customer's office Internet link
- Customer's firewall or router
- LAN network (switches/cabling)
- Power or equipment problem
- Or if it needs escalation to Vodafone Fiji NOC.

STEP 1 – ARE ALL PHONES AFFECTED?

- Check 2–3 different phones

IF only ONE phone is not working

- Problem is that phone only → Check its cable and power.

IF MULTIPLE or ALL phones not working

- Go to Step 2

STEP 2 – CHECK PHONE SCREEN

- Look at the display of an affected phone.
- "No Service" / "Not Registered" → Phone can~~not~~ⁿ reach Vodafone, **Go to → Step 3**
- Stuck on "Registering" → Network or firewall blocking, **Go to → Step 3**
- Extension number visible → Phone is connected, **Go to → Step 6**

STEP 3 – CHECK OFFICE INTERNET (Non-Technical)

- On a computer in the office:
- Open a web browser
- Try visiting www.google.com

IF the website does NOT open

- Internet is down → Contact your Internet Service Provider ([ISP](#))

IF the Internet works

- Go to Step 4

STEP 4 – CHECK PHONE NETWORK CONNECTION

- On the phone:
- Press Menu → Settings
- Open Status → Network
- Look for IP Address



- No IP Address → Network problem in office → **Call for IT support.**
- Has IP Address → Network OK → **Go to Step 5**

STEP 5 – FIREWALL / ROUTER CHECK (IT PERSON)

- Ask IT Personnel to check the firewall.

5A. Was anything changed recently?

- New firewall?
- New security rules?
- ISP modem replaced?

If YES → Review/revert changes

- Test calls again

If it is still not working → continue to 5B

5B. Check These Firewall Rules

- Firewall must allow OUTBOUND traffic:

Service	Protocol	Ports
SIP	UDP/TCP	5060, 5061
Voice (RTP)	UDP	10000–20000
HTTPS	TCP	443
DNS	UDP/TCP	53
NTP	UDP	123

If blocked → Open them

- Test calls

IF it is still not working → Continue 5C

5C. DISABLE SIP ALG (Very Important)

- In firewall/router settings:
- Search for: SIP ALG
- Set to DISABLED

Then:

- Save settings
- Reboot firewall/router
- Wait 5 minutes
- Test phone again



Still not working → Continue 5D

5D. Check UDP Timeout

- Firewall UDP session timeout should be 300 seconds or higher

If too low → Increase

- Test again

Still not working → Go to Step 6.

STEP 6 – CAN YOU MAKE CALLS BUT AUDIO IS BAD?

IF calls connect BUT:

- Voice is breaking
- Robot sound
- Calls drop

Then Go to Step 7

IF calls do NOT connect at all → Skip to Step 8

STEP 7 – FIX CALL QUALITY

7A. Check Internet Usage

Ask:

- Large downloads happening?
- Cloud backups running?
- CCTV uploading?

If YES → Stop heavy usage

- Test call again

7B. Enable QoS (IT Personnel)

- Firewall/router should prioritize:

Traffic	Priority
SIP 5060/5061	High
RTP 10000–20000	Highest

- After enabling QoS → Test again

Still not working → Go to Step 8.

STEP 8 – Escalation

- Escalate to Vodafone Fiji NOC

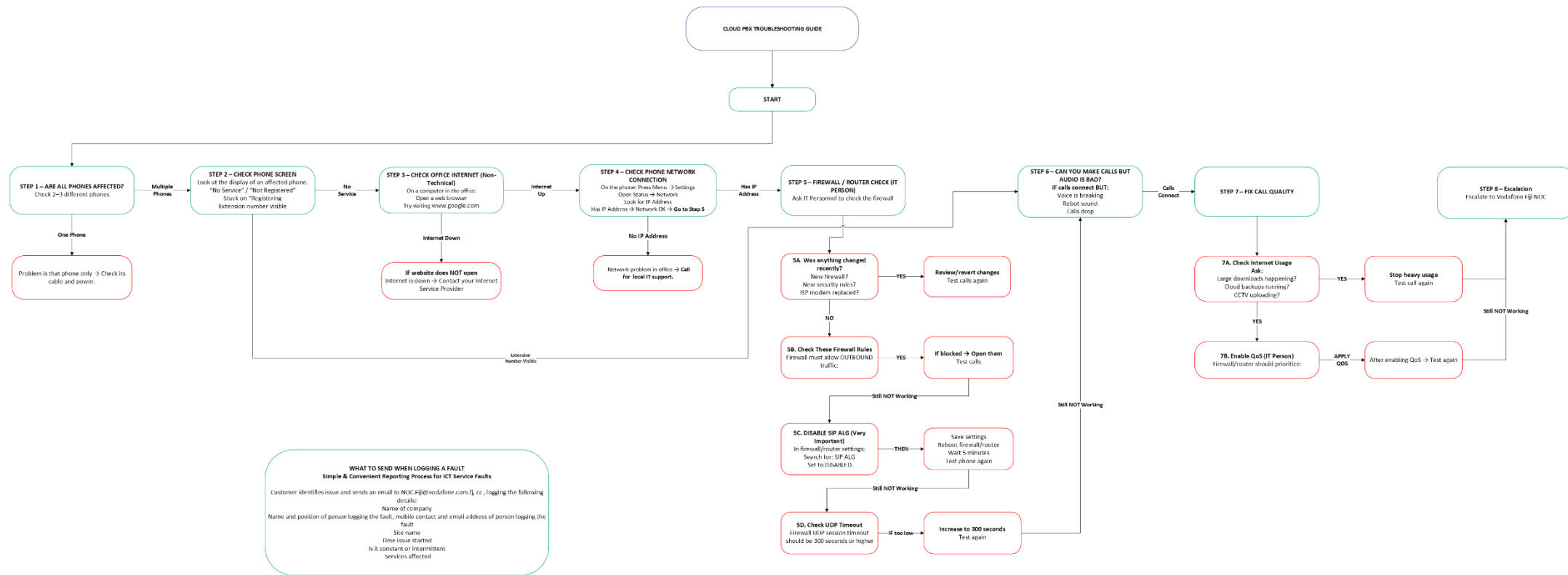


WHAT TO SEND WHEN LOGGING A FAULT

Simple & Convenient Reporting Process for ICT Service Faults

- Customer identifies issue and sends an email to NOC.Fiji@vodafone.com.fj, cc **Account Manager**, logging the following details:
 - Name of company
 - Name and position of person logging the fault, mobile contact and email address of person logging the fault
 - Site name
 - Time issue started
 - Is it constant or ~~intermittent~~intermittent?
 - Services affected
- Customer to follow through with a phone call to short code 285 or PSTN 2614182 / 8926405 (NOC) and NOC team will register trouble ticket on behalf of customer.
- Engineer on duty at Vodafone Fiji NOC will call customer and discuss the nature of fault, assign a priority level and provide timeframes within which this will be attended to (target restoration time). Updates will be either emailed or communicated through mobile call.
- Upon rectification and confirmation from the Customer, trouble ticket will be closed.







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