

No Incoming Call Issue

NF18ACV NC2 FAQs

Issue - No Incoming calls

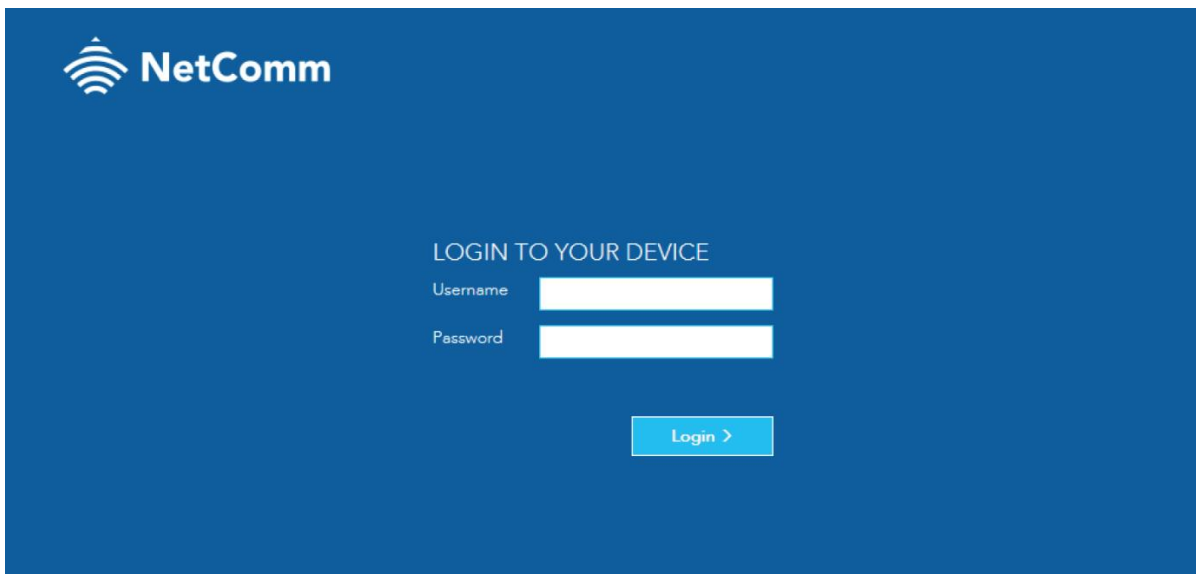
Pre-requisite

You will need your VoIP account details to be able to configure VoIP Service, please contact your SIP provider or Internet Service provider if you do not have the VoIP account details.

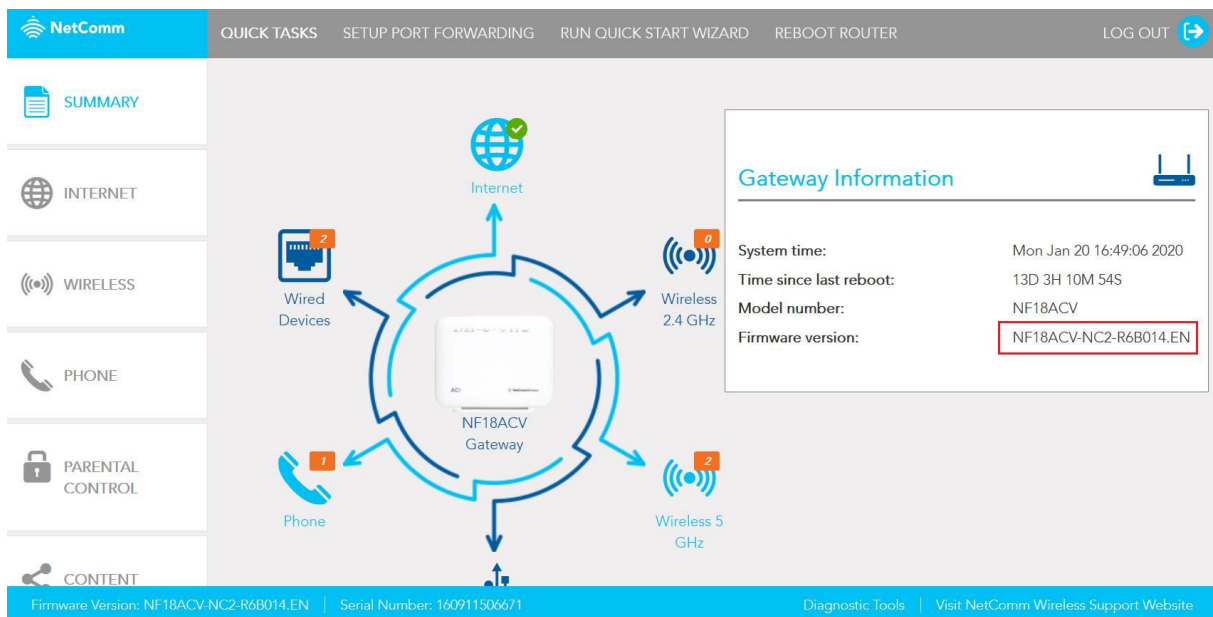
Solution

After standard VoIP setup, if you cannot receive incoming calls, the following steps will set up your VOIP connection without using a SIP Outbound Proxy. This will resolve your incoming VoIP call issue.

- 1 Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type **http://192.168.20.1** into the address bar and press **Enter**.



- 2 At the login screen, type **admin** into both the **Username** and the **Password** fields (or the username and password that you have configured previously) and click the **Log In** button.
- 3 From the **Summary** screen, please confirm that NF18ACV is running the latest **Software Version**.



The screenshot shows the NetComm Wireless router's web interface. The left sidebar contains navigation links: SUMMARY, INTERNET, WIRELESS, PHONE, PARENTAL CONTROL, and CONTENT. The main area displays a network diagram with the router at the center, connected to Internet, Wired Devices, Wireless 2.4 GHz, Wireless 5 GHz, and Phone. On the right, the 'Gateway Information' box shows the following details:

System time:	Mon Jan 20 16:49:06 2020
Time since last reboot:	13D 3H 10M 54S
Model number:	NF18ACV
Firmware version:	NF18ACV-NC2-R6B014.EN

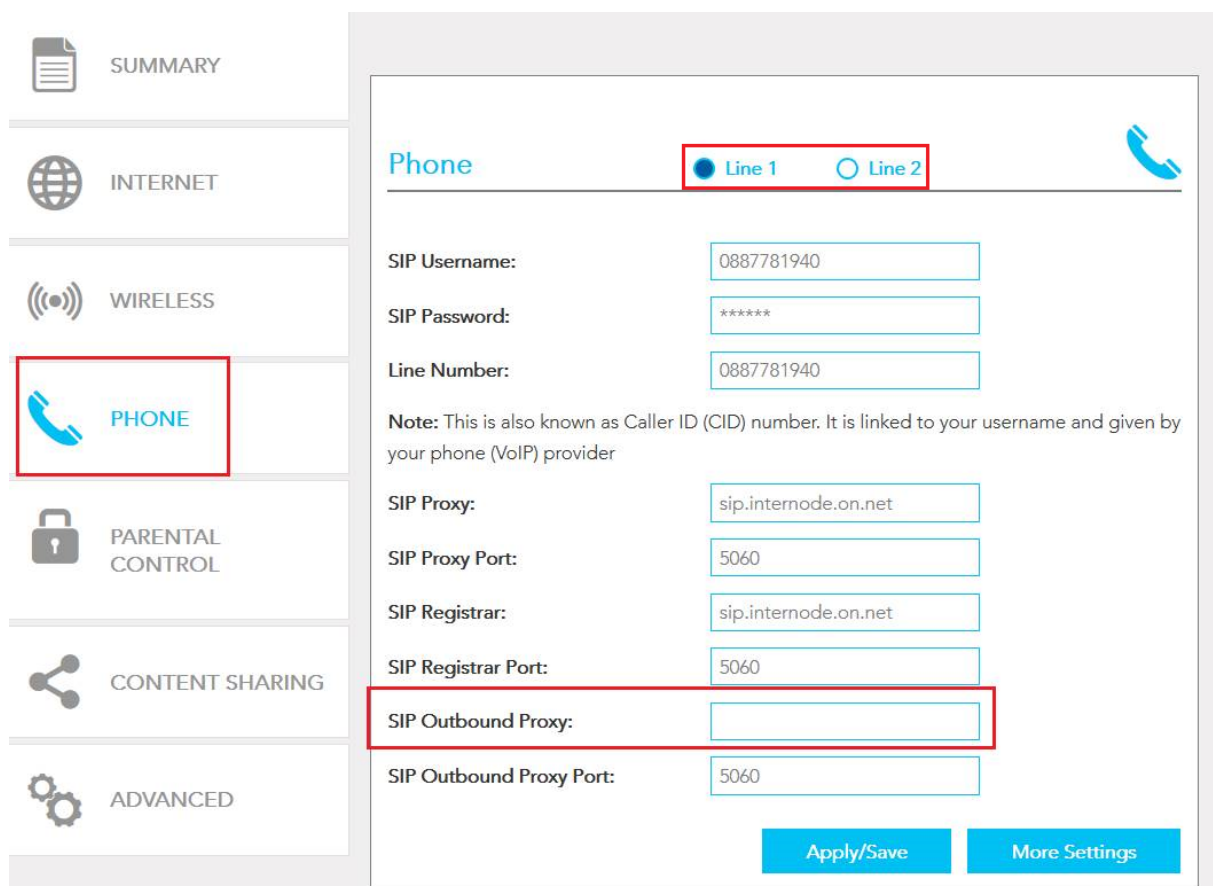
At the bottom of the interface, the firmware version is confirmed as NF18ACV-NC2-R6B014.EN and the serial number is 160911506671.



Note – You can find the latest software version (referred to as FIRMWARE on this support page) for the NF18ACV from the following link:

<http://support.netcommwireless.com/product/nf18acv>

- Click **Voice** from the left-hand side menu, select Line1 or Line2 and then clear the SIP Outbound Proxy field.



The screenshot shows the 'Phone' settings page in the NetComm Wireless router's web interface. The left sidebar has the 'PHONE' option highlighted with a red box. The main area shows settings for 'Line 1' (selected). The 'SIP Outbound Proxy' field is highlighted with a red box and is currently empty.

SIP Username:	0887781940
SIP Password:	*****
Line Number:	0887781940
Note: This is also known as Caller ID (CID) number. It is linked to your username and given by your phone (VoIP) provider	
SIP Proxy:	sip.internode.on.net
SIP Proxy Port:	5060
SIP Registrar:	sip.internode.on.net
SIP Registrar Port:	5060
SIP Outbound Proxy:	
SIP Outbound Proxy Port:	5060

Buttons at the bottom right: Apply/Save, More Settings

SIP Account table

In the **SIP Account** table at the top of the page:

- 5 Select **Line 1** if you only use 1 VoIP account and select **Line 1 and Line 2** if you use 2 VoIP accounts.
- 6 For each SIP Account that you are using:
 - a If your VoIP username is different from your VoIP phone number, type your VoIP username into the **SIP Username** field, otherwise type in your VoIP phone number.
 - b Type your VoIP phone number into the **Line Number** fields.
 - c Type your VoIP password as given to you by your VoIP Service Provider into the **SIP Password** field.
- 7 Click the **Apply/Save** button.

Test the VoIP Service

Wait five minutes and then call the VoIP number from another phone.