

Issue - No Incoming calls

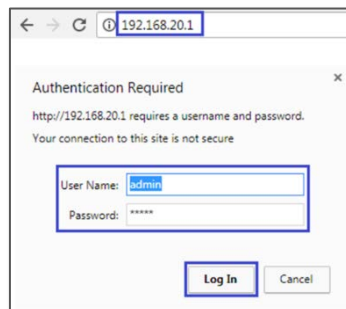
Pre-requisite

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.

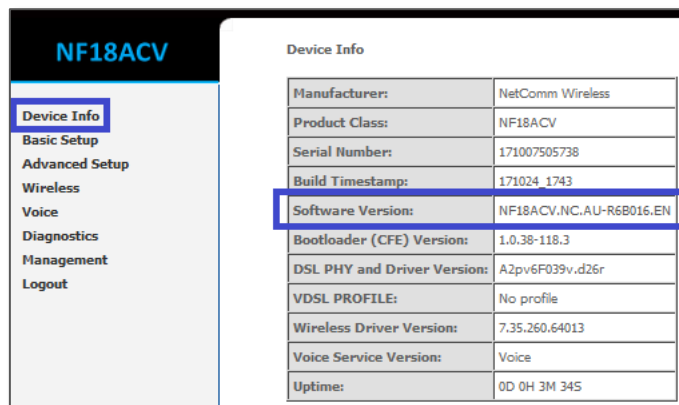
Solution

After standard VoIP setup if you cannot receive incoming calls, the following steps will set up your VOIP connection without using an 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 **User Name** and the **Password** fields and click the **Log In** button.
- 3 From the **Device Info** screen, please confirm that your NF18ACV is running the latest **Software Version**:



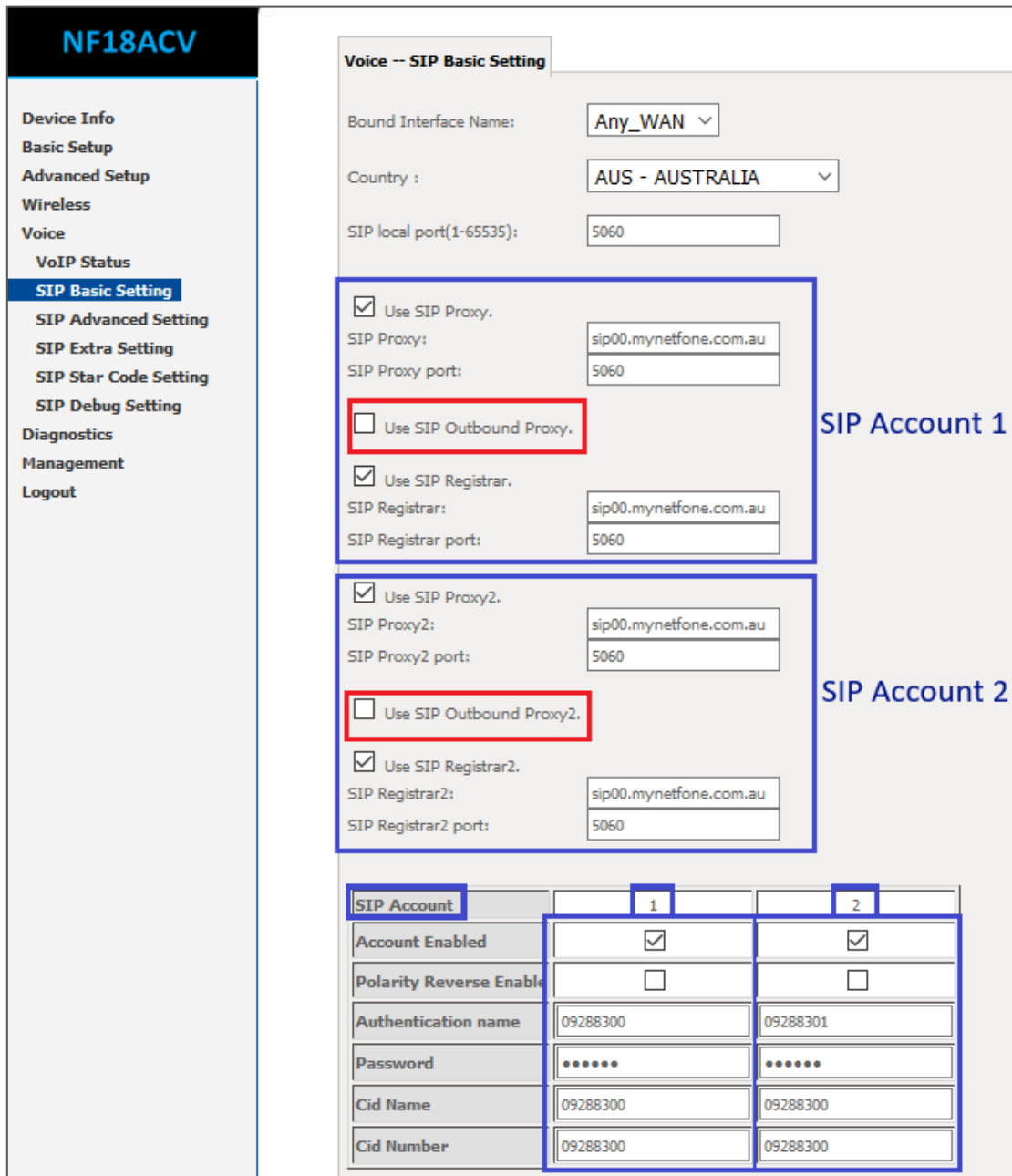
Device Info	
Manufacturer:	NetComm Wireless
Product Class:	NF18ACV
Serial Number:	171007505738
Build Timestamp:	171024_1743
Software Version:	NF18ACV.NC.AU-R6B016.EN
Bootloader (CFE) Version:	1.0.38-118.3
DSL PHY and Driver Version:	A2pv6F039v.d26r
VDSL PROFILE:	No profile
Wireless Driver Version:	7.35.260.64013
Voice Service Version:	Voice
Uptime:	0D 0H 3M 34S



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

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

- Click **Voice** from the left-hand side menu and then click **SIP Basic Setting** from its sub-menu:



Voice -- SIP Basic Setting

Bound Interface Name:

Country :

SIP local port(1-65535):

Use SIP Proxy.
 SIP Proxy:
 SIP Proxy port:

Use SIP Outbound Proxy.

Use SIP Registrar.
 SIP Registrar:
 SIP Registrar port:

Use SIP Proxy2.
 SIP Proxy2:
 SIP Proxy2 port:

Use SIP Outbound Proxy2.

Use SIP Registrar2.
 SIP Registrar2:
 SIP Registrar2 port:

SIP Account	1	2
Account Enabled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Polarity Reverse Enable	<input type="checkbox"/>	<input type="checkbox"/>
Authentication name	<input type="text" value="09288300"/>	<input type="text" value="09288301"/>
Password	<input type="text" value="*****"/>	<input type="text" value="*****"/>
Cid Name	<input type="text" value="09288300"/>	<input type="text" value="09288300"/>
Cid Number	<input type="text" value="09288300"/>	<input type="text" value="09288300"/>

- From the **Bound Interface Name** drop down menu select the correct Bound Interface Name for your Internet WAN Service Connection or you can select **Any_WAN**.



Note – The NF18ACV supports one or two SIP Accounts.

Refer to the **Voice – SIP Basic Setting** graphic above to see which settings refer to which account.

- 6 For SIP Account 1:
 - a Disable **Use SIP Outbound Proxy.** for SIP Account 1,
 - b Select **Use SIP Proxy.** for SIP Account 1, and
 - c Select **Use SIP Registrar.** for SIP Account 1.
- 7 If you do not have second VoIP account, disable all SIP Account 2. Checkboxes.
- 8 If you have second VoIP account, for SIP Account 2:
 - a Disable **Use SIP Outbound Proxy2.** for SIP Account 2,
 - b Select **Use SIP Proxy2.** for SIP Account 2, and
 - c Select **Use SIP Registrar2.** for SIP Account 2.

SIP Account table

In the **SIP Account** table at the bottom of the **Voice – SIP Basic Setting** page:

- 9 Select **Account Enabled** **1** if you only use 1 VoIP account and select **Account Enabled** **2** if you use 2 VoIP accounts.
- 10 For each SIP Account that you are using:
 - a If your VoIP username is different from your VoIP phone number, type your VoIP user name into the **Authentication Name** field, otherwise type in your VoIP phone number.
 - b Type your VoIP phone number into the **Cid Name** and **Cid Number** fields.
 - c Type your VoIP password as given to you by your VoIP Service Provider into the **Password** field.



Note – Leave the **Polarity Reverse Enable** settings disabled [unchecked].

- 11 Click the **Apply** button.

Test VoIP Service

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