One way audio problems with VoiceBlue

First, check if you use the latest firmware version (available on www.2n.cz site) and if you have a an active licence by accessing the gateway via telnet and executing the commands ATI3 and ATI4.

In case you have older version please upgrade the firmware

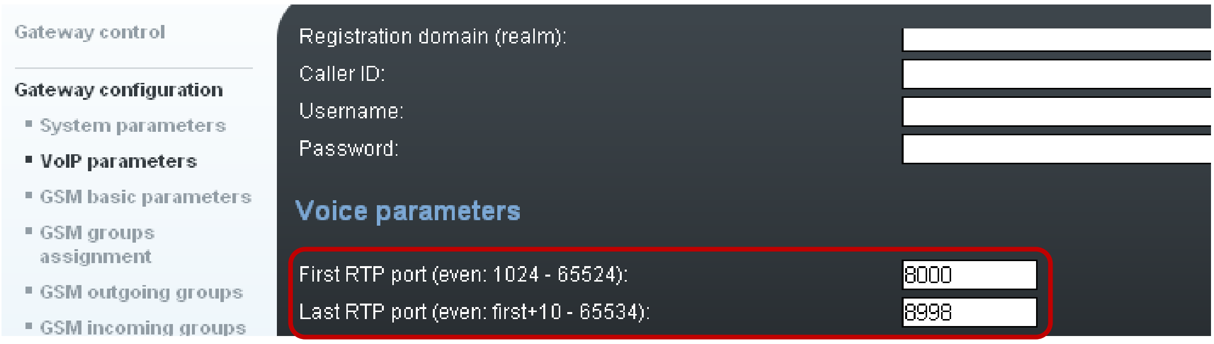
If you are using VoiceBlue with PBX

Make a direct call from your PC or SIP phone to VoiceBlue. You can use soft phone SJ phone and the called number should be in this format: sip:number@ipadressofVoiceBlue. If it´s working, the problem is in the configuration of your PBX.

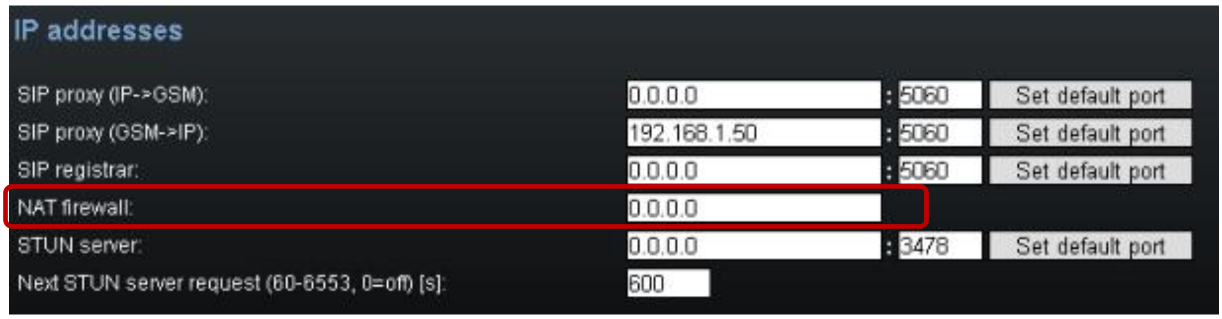
Check NAT configuration

Go to Gateway configuration->VoIP Parameters

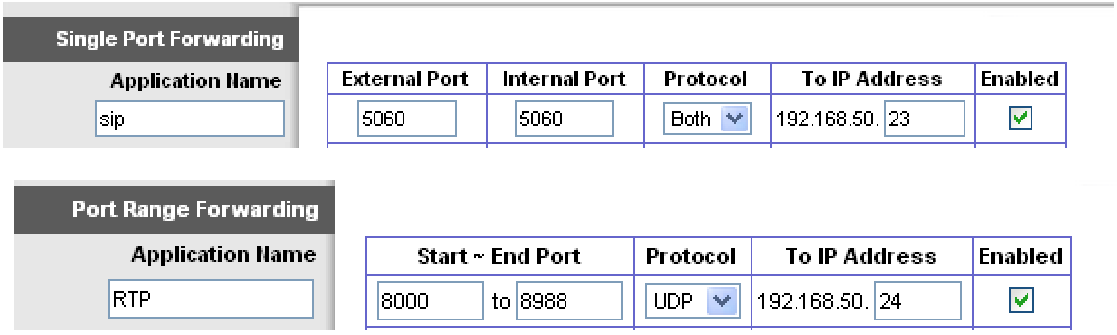
Check which RTP ports are being used by VoiceBlue (default set: 8000-8998)



Check the IP address of NAT firewall



Access to **UDP port** translation page of the configurator of your router and look for 5060 and RTP ports. This ports have to be opened.



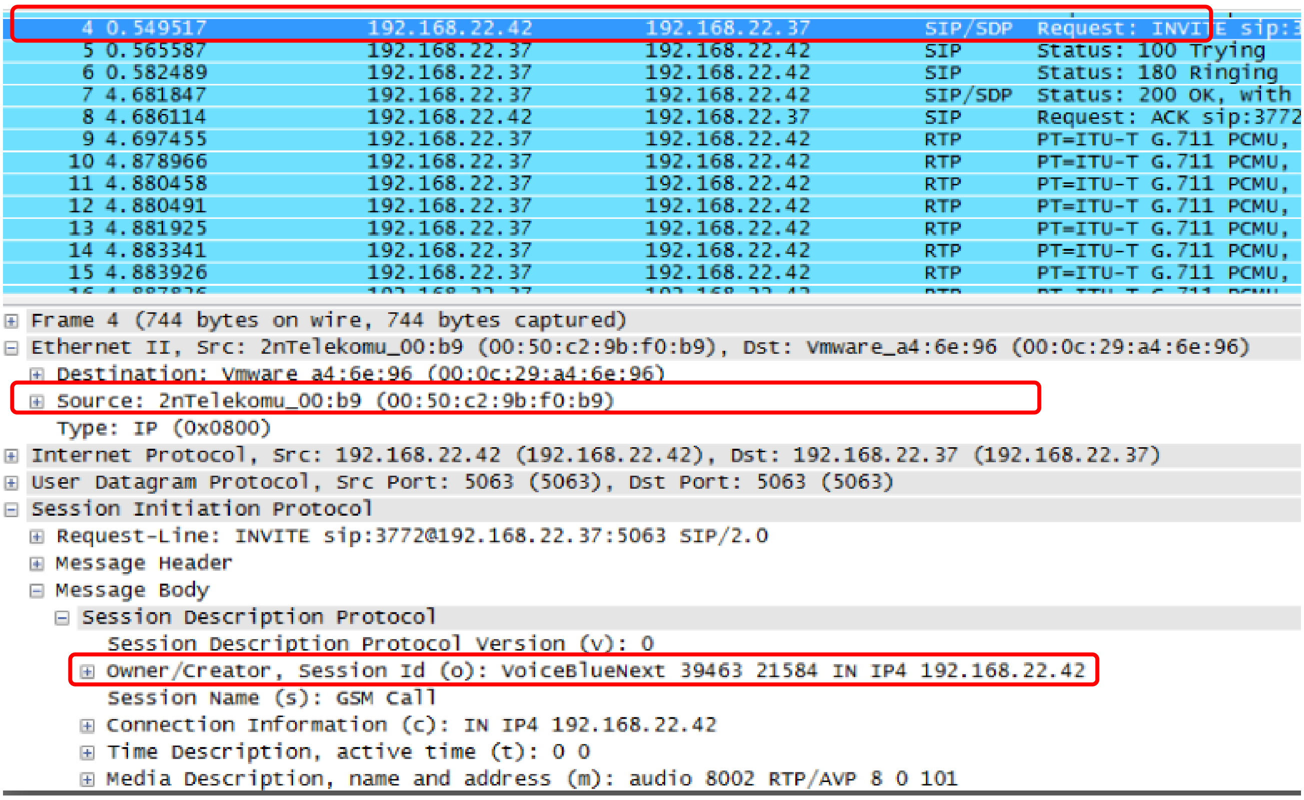
Example of router *port forwarding* configuration

If you have a public IP check if RTP packets are not being sent out of your network by NAT translation

Check LAN configuration

Make a wireshark trace on your PC during the *one way audio* call from softphone. Once done, check if the Ethernet information contains **2nTelekomu** as source or destination.

Then, check the if Connection information (i.e IP address for RTP ports) is correct for your scenario. If not, revise settings of your
router.



One way audio on hold

Make If you cannot hear any audio after returning to a previously held call, make sure that re invite packets contain SDP information in wireshark trace.

In case you followed all points of the document and the problem persist, write us an detailed explanation of the situation in which one way audio appears, send us configuration file of your VoiceBlue, one wireshark trace and description of how is your connection scenario including IP addresses (sketch or picture recommended)

Links

Latest firmware version of VoiceBlueNext

http://www.2n.cz/en/products/gsm-gateways/voip/voiceblue-next/downloads/ (subtab firmware)

Latest firmware version of VoiceBlueLite

http://www.2n.cz/en/products/gsm-gateways/voip/voiceblue-lite/downloads/ (subtab firmware)

Guide for One way audio in Asterisk
http://www.asteriskguru.com/tutorials/sip_nat_oneway_or_no_audio_asterisk.html