

## AltiGen KB

### **IPTalk Troubleshooting Guide**

IPTalk Troubleshooting Guide IPTalk Troubleshooting Guide

Date: June 26, 2008  
Subject: Troubleshooting Guide for Common IPTalk Issues  
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Hardware: N/A  
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#### Initial Setup:

To enable IP talk:

If your extension has been setup as an IP extension and you will be using a headset, you may check the "IP Extension Integrated with IP Talk" box in AltiAgent or AltiView.

Things to check on the server:

1. Ensure you have an available IPTalk license, AltiView or AltiAgent Client Session license and an available Station license.
2. Check that the extension you wish to use with IPTalk has Enable IP Extension checked on the General Tab of Extension Configuration in AltiAdmin.

Things to check on the client PC:

1. You must have a soundcard or USB Headset (IP Talk option will be grayed out if AltiView/AltiAgent detects no soundcard)
2. The AltiAgent and AltiView manuals have recommended using either a USB headset system or a sound card for use with IPTalk. However, because the quality of PC sound cards varies, and many may not deliver good sound quality, AltiGen strongly recommends using only an AltiGen-certified USB headset system for good business-class quality. Certified USB headsets:
  - A. Plantronics DA60 with H91N or H101N headset (Recommended for call center agent or heavy use)
  - B. Plantronics DSP-300 (Recommended only for occasional use, for example, traveling and home use)

Note: The Plantronics DSP-300 has been discontinued and replaced with the .Audio line of USB/3.5mm headsets. These headsets have a much lower quality DSP than the Plantronics DA60. They can be used with IPTalk, but we strongly recommend the DA60 with H91N or H101N headset to ensure the best voice quality.

3. From the Voice Through drop-down list, choose the sound card that will carry the incoming and outgoing voice. It could be a sound card in your PC, or it could be a USB-based soundcard in your headset system.

4. From the Ring Through drop-down list, choose the device that will carry the incoming ring. When you're away from your desk, you may prefer the ring to come through your PC speakers, rather than your headset.

Note: You can only run one instance of AltiView with IP talk per client machine.

Common issues with IP talk:

- Sound Quality

- No sound or One-way communication

To troubleshoot:

1. Check headset settings described above. Swap out the headset and try another to see if the problem follows the headset or the PC. If you are using a USB headset, try a 3.5mm headset and vice versa.
2. Check windows sound settings for the recording device (volume/mute etc). IE, is the sound volume turned up? Is mute enabled? Here's a quick test: Try to record sound to sound recorder. (Start->Programs->Accessories->Entertainment).
3. Choose Run from the Windows Start menu, then enter:

If you do not get a response, ensure that the Windows Firewall on the client PC and Altigen server are disabled, or have been correctly setup to allow VoIP and Altigen traffic. A full list of the required ports can be found in the ACC or ACM Administrator manual under Appendix C.

4. If all else fails, please assist us by enabling debug logs on the client's PC. Open up a case online and upload the debug traces onto the ftp site. The assigned engineer will assist you from there.

To enable logging:

1. Open registry and browse to "HKEY\_CURRENT\_USER\Software\Altigen Communications, Inc.\AltigenTalk" in HKEY\_LOCAL\_MACHINE
2. Change the value of "USEDEBUG" to 1
3. Change the value of "WriteRaw" to 1
4. Reboot after changing the registry setting.
5. The log file can be found under "C:\Documents and Settings\\*\*\*\Application Data\Altigen\Trace\IPTalk" where \*\*\* is the name of the account you used to login to Windows.

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