

Analog Trunk CID Troubleshooting

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Introduction:

This document covers basic troubleshooting to resolve issues receiving caller ID on analog trunks. Before you begin the troubleshooting steps, please check with your client and gather as much information as you can about the specific nature of the problem.

Note: CID on most analog trunks is delivered between the first and second ring, verify that your client has tried waiting for the second ring to see CID.

Troubleshooting and Isolation:

Many of these steps may be completed remotely, however, be aware that an on site visit is often required to properly troubleshoot and diagnose analog CID issues. Before you get started with the troubleshooting steps, gather as much information from the client as possible regarding the specific nature of the failure. Information such as frequency of the problem, whether or not it is system wide or if the problem started immediately after an upgrade or power failure can drastically reduce the time required to isolate the issue. If possible, try to reproduce and verify the issue remotely before scheduling a site visit.

To open the Trunk Configuration, double click a trunk channel from the trunk view in AltiAdmin. From there you can click the Trunk Properties button to see more details on the trunk's configuration and run diagnostics.

1. Test Impedance. Test each line and see if any of them switch to a new Impedance, place additional test calls in to see if the problem was resolved. If not, you can try each of the other Impedance settings manually. If you find one that works but the system matches a different impedance that doesn't work, just turn off the automatic impedance test on startup and use the setting that works.

The Trunk Properties window.

2. Run a trunk test by clicking the Diagnose button in the Trunk Properties window and check the values of the echo loss, hybrid echo return loss and noise levels. If there is not enough difference between the values of the two, there could be an impedance mismatch and our echo canceller would not work properly.

-Hybrid Echo Return Loss: Acceptable range is -6 to -26.

- Echo Return Loss: Acceptable range is -36 to -75.
- Noise Level: Acceptable range is -67dbm to -90dbm.

Note: Quantum boards do not support this trunk test.

3. Check for CID at the block with an AltiGen analog phone (preferred), butt set or other analog phone. If you do not see CID at the block, contact the carrier to open a ticket. If you do see CID at the block, verify the format with the carrier and check your trunk configuration. AltiGen supports DTMF or FSK. We would also recommend a CT-BUS and and AltiGen Board Test to rule out any hardware issue. Test each line individually, never assume it works or fails across all trunks if not all of the trunks have been tested.

4. Open a case online or call AltiGen Technical Support. Also please enable all traces, you can follow our Trace Collection Guide if you are not familiar with that process.

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