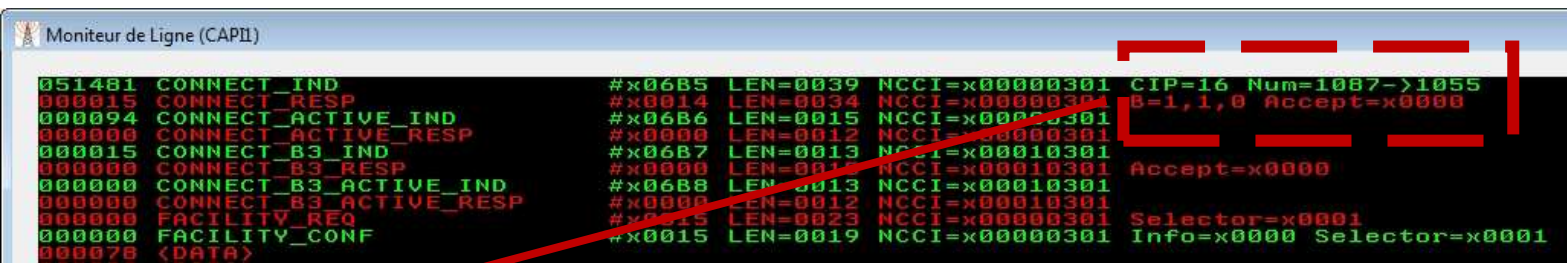


TROUBLESHOOTING

If you are not able to call Alert vocal server, maybe the Called Number in Incoming call is not correct. If behind a PABX, the called Number may not be the actual number you dial to access Alert vocal server.

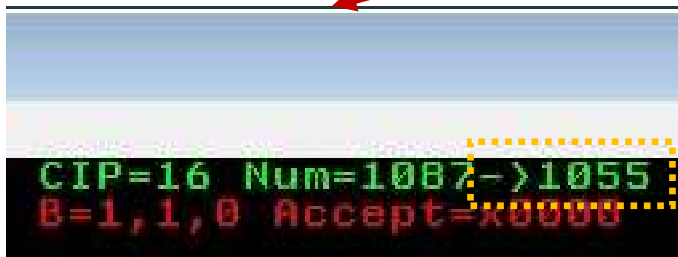
If you are not sure what numbers your PABX returns when you are calling Alert vocal server, use the Monitor (click on Monitor... in the communication window).

Once the monitor open call the line you think your modem is on. You will then get the following exchanges:



```

051481 CONNECT_IND #x06B5 LEN=0039 NCCI=x00000301 CIP=16 Num=1087->1055
000015 CONNECT_RESP #x0014 LEN=0034 NCCI=x00000301 B=1,1,0 Accept=x0000
000094 CONNECT_ACTIVE_IND #x06B6 LEN=0015 NCCI=x00000301
000000 CONNECT_ACTIVE_RESP #x0000 LEN=0012 NCCI=x00000301
000015 CONNECT_B3_IND #x06B7 LEN=0013 NCCI=x00010301
000000 CONNECT_B3_RESP #x0000 LEN=0012 NCCI=x00010301 Accept=x0000
000000 CONNECT_B3_ACTIVE_IND #x06B8 LEN=0013 NCCI=x00010301
000000 CONNECT_B3_ACTIVE_RESP #x0000 LEN=0012 NCCI=x00010301
000000 FACILITY_REQ #x0015 LEN=0023 NCCI=x00000301 Selector=x0001
000000 FACILITY_CONF #x0015 LEN=0019 NCCI=x00000301 Info=x0000 Selector=x0001
000078 <DATA>
  
```



```

CIP=16 Num=1087->1055
B=1,1,0 Accept=x0000
  
```

The first line tells you who is calling who. In our case Number 1087 is trying to reach 1055.

Even if you have dialed 1055 to reach Alert Vocal Server, some PABX, depending on their configuration may add other number. The last digits would have been different.

For example: Num=1087 -> 01055.

It is very important that you write in the “called number” the number you see after the arrow, whatever you have actually dialed.

Your ISDN modem is now properly configured for Alert.

Click Ok on all windows and test it !