UCx Troubleshooting Guide

TPX

Issue	Potential Root Cause	Recommended Actions (try these first)
Call Quality (dropped/garbled calls)	Too many simultaneous applications	Close other apps
	Restricted WAN bandwidth	Upgrade your Internet bandwidth
	SIP ALG is turned on	Disable SIP ALG in your router
	PC not keeping up with all program requirements	Recommended system requirements: 16GB RAM; Core i5 or better processor; SSD
	Worn Ethernet cables	Replace cables between device and network
	Memory Leak	Restart PC
	Internet congestion or disruption	Contact your ISP
Call drops	Internet congestion or disruption	Contact your ISP
Call drops after specific time (usually 10 or 15 minutes)	Firewall port set incorrectly	Ensure that SIP is always allowed over both ports 5060 and 5061…with no dynamic port allocation
Video Calls from Client drop (Desktop)	Computer privacy settings	In Windows: **Privacy Settings > Camera**, ensure UCx is allowed
Video Calls from Client drop (Mobile)	Cellphone privacy settings	Ensure UCx is allowed to access your camera
Phone/softphone does not register	SIP ALG is turned on	Disable SIP ALG in your router
	DNS policy blocking	Ensure your DNS provider allows VoIP from any provider. Open DNS at 1.1.1.1 and Google at 8.8.8.8; both work well.
	ISP VoIP registration policy	Contact your ISP
One-way audio	SIP ALG is turned on	Disable SIP ALG in your router
	Network is operating at half duplex	Ensure all switches, ports, and connected devices support full duplex
	Firewall policy	Make sure your firewall allows SIP, RTP, and UDP traffic to flow on ports 5060, 5061, 2200-2300, 13384-65535
	Computer privacy settings	In Windows: **Privacy Settings > Microphone**, ensure UCx is allowed
	Cellphone privacy settings	Ensure UCx is allowed to access your microphone
	SD-WAN/router does not keep NAT port or RTP source alive	Ensure your SD-WAN/router will keep NAT and RTP source ports static and open
Screen sharing not functioning	Host is not in the room	Wait for the host to join the meeting
Screen sharing does not broadcast audio from the video	Only the video is broadcast	Client is only designed to broadcast screen video
Call volume goes quiet or mute for a second when other activity happens on the PC	Windows Sound/Communications Preference is set to mute output on activity	Clear Windows notification volume change
Echo on voice calls	Laptop mic too close to laptop speaker	Use a headset or external mic/speakers
Can't hear callers	Incorrect output setting selected on client	Go to **Settings > Audio/Video > Output Device** and update to your desired speaker
	Incorrect volume setting	Go to your system volume and raise your speaker volume to a comfortable level
Callers can't hear you	Incorrect input setting selected on client	Go to **Settings > Audio/Video > Input Device** and update to your desired mic
	Incorrect volume setting	Go to your system volume and raise your mic input to a comfortable level
I lost my password	Request a password reset from your admin	Password reset steps