



## NetComm VoIP Call Issue NF18ACV NC2 User Guide

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### No Incoming Call Issue NF18ACV NC2 FAQs

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### Issue – No Incoming calls

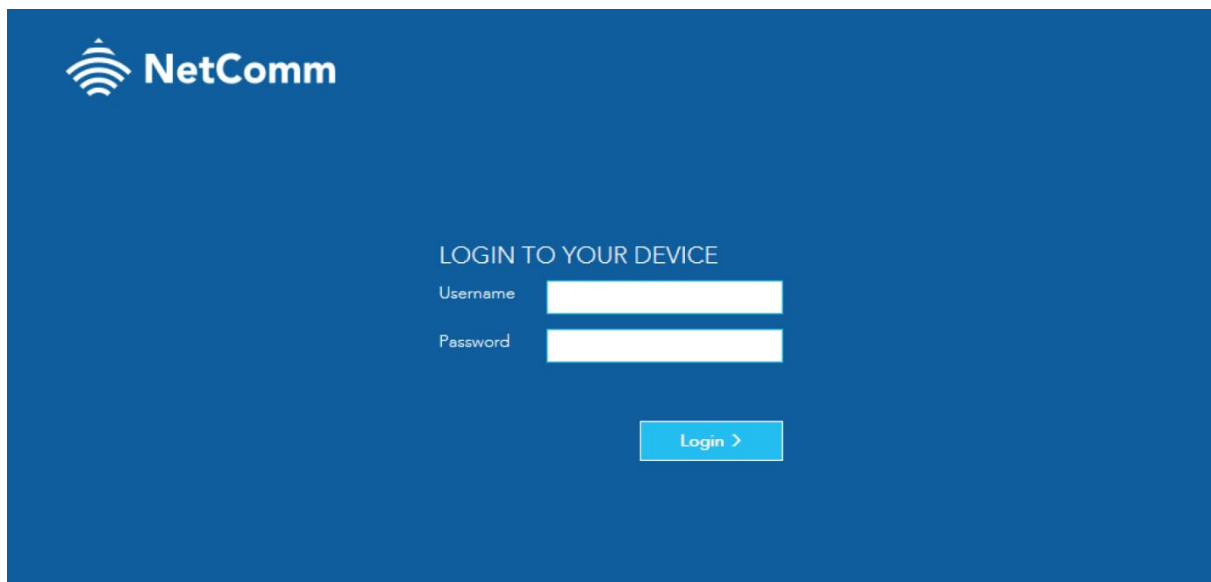
#### Pre-requisite

You will need your VoIP account details to be able to configure VoIP Service, please contact your SIP provider or Internet Service provider if you do not have the VoIP account details.

#### Solution

After standard VoIP setup, if you cannot receive incoming calls, the following steps will set up your VOIP connection without using a SIP Outbound Proxy. This will resolve your incoming VoIP call issue.

1. Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type <http://192.168.20.1> into the address bar and press Enter.



2. At the login screen, type admin into both the Username and the Password fields (or the username and password that you have configured previously) and click the Log In button.
3. From the Summary screen, please confirm that NF18ACV is running the latest Software Version.

Note – You can find the latest software version (referred to as FIRMWARE on this support page) for the NF18ACV from the following link:



**Note** – You can find the latest software version (referred to as FIRMWARE on this support page) for the NF18ACV from the following link:

<http://support.netcommwireless.com/product/nf18acv>

4. Click Voice from the left-hand side menu, select Line1 or Line2 and then clear the SIP Outbound Proxy field.

SUMMARY

INTERNET

WIRELESS

PHONE

PARENTAL CONTROL

CONTENT SHARING

ADVANCED

Phone

☒ Line 1
☐ Line 2

SIP Username:

0887781940

SIP Password:

\*\*\*\*\*

Line Number:

0887781940

Note: This is also known as Caller ID (CID) number. It is linked to your username and given by your phone (VoIP) provider

SIP Proxy:

sip.internode.on.net

SIP Proxy Port:

5060

SIP Registrar:

sip.internode.on.net

SIP Registrar Port:

5060

SIP Outbound Proxy:

SIP Outbound Proxy Port:

5060

Apply/Save

More Settings

## SIP Account table


In the **SIP Account** table at the top of the page:

5. Select Line 1 if you only use 1 VoIP account and select Line 1 and Line 2 if you use 2 VoIP accounts.
6. For each SIP Account that you are using:
  - a. If your VoIP username is different from your VoIP phone number, type your VoIP username into the **SIP Username** field, otherwise type in your VoIP phone number.
  - b. Type your VoIP phone number into the **Line Number** fields.
  - c. Type your VoIP password as given to you by your VoIP Service Provider into the **SIP Password** field.
7. Click the Apply/Save button.

## Test the VoIP Service

Wait five minutes and then call the VoIP number from another phone.

## Documents / Resources

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|---|---|
|  | <a href="#">NetComm VoIP Call Issue NF18ACV NC2</a> [pdf] User Guide<br>NetComm, NF18ACV NC2, VoIP Call Issue |
|---|---|

## References

-  [Home | NetComm Wireless Support](#)

Manuals+.