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## **NB9WMaxxn and iinet VoIP Troubleshooting**

(NB9WMaxxn)

## **About the NB9WMaxn and iinet**

Some Netcomm customers using the NB9WMaxn with iiNet as the VoIP Service Provider have reported that the SIP settings successfully register on the NB9WMaxn but no inbound or outbound VoIP calls are possible.

Testing by the Netcomm Technical Support Engineers have found that when using an iiNet account, inbound and outbound VoIP calls are only possible if the SIP Proxy & SIP domain names are converted into their corresponding IP addresses.

Please see the screenshot below as an example.

**NetComm™ Integrated Access Device**

**Voice > SIP configuration**

Enter the SIP parameters and click Start/Stop to save the parameters and start/stop the voice application.

Interface name:

Local selection:

Preferred codec list:

Preferred ptime:

☒ Use SIP Proxy.

SIP Proxy:  IP address equivalent to sip.state.iinet.net.au

SIP Proxy port:  state: WA, NSW, VIC, QLD, TAS, NT, TAS

Registration Expire Timeout:

SIP domain name:  IP address equivalent to iinetphone.iinet.net.au

☒ Use SIP Outbound Proxy.

SIP Outbound Proxy:  IP address equivalent to sip.state.iinet.net.au

SIP Outbound Proxy port:  state: WA, NSW, VIC, QLD, TAS, NT, TAS

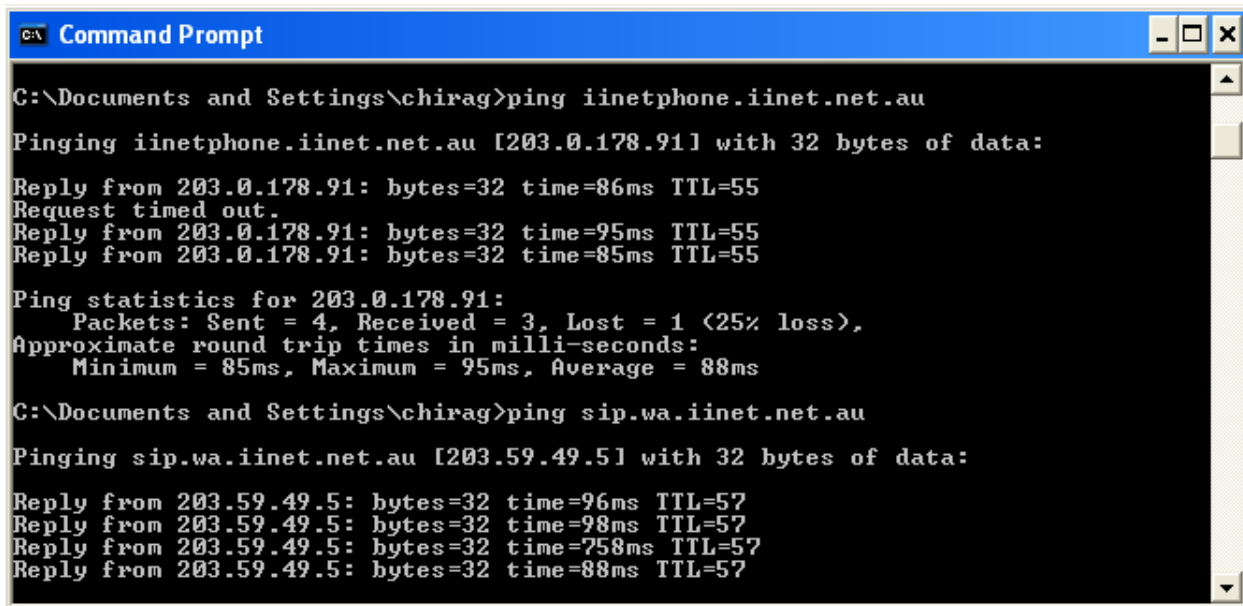
**Voip Phone Number**

LineEnabled	Extension	Display Name	Authentication Name	Password
1 <input checked="" type="checkbox"/>				
2 <input checked="" type="checkbox"/>				

**VoIP Number** **VoIP Password**

The corresponding IP addresses for the iiNet SIP proxy and domain names are listed below.

However if you wish to find the IP address of a domain name yourself open a command prompt and ping the address, as the screenshot below shows.



```
C:\Documents and Settings\chirag>ping iinetphone.iinet.net.au

Pinging iinetphone.iinet.net.au [203.0.178.91] with 32 bytes of data:

Reply from 203.0.178.91: bytes=32 time=86ms TTL=55
Request timed out.
Reply from 203.0.178.91: bytes=32 time=95ms TTL=55
Reply from 203.0.178.91: bytes=32 time=85ms TTL=55

Ping statistics for 203.0.178.91:
    Packets: Sent = 4, Received = 3, Lost = 1 (25% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 85ms, Maximum = 95ms, Average = 88ms

C:\Documents and Settings\chirag>ping sip.wa.iinet.net.au

Pinging sip.wa.iinet.net.au [203.59.49.5] with 32 bytes of data:

Reply from 203.59.49.5: bytes=32 time=96ms TTL=57
Reply from 203.59.49.5: bytes=32 time=98ms TTL=57
Reply from 203.59.49.5: bytes=32 time=758ms TTL=57
Reply from 203.59.49.5: bytes=32 time=88ms TTL=57
```

The corresponding IP addresses for the iiNet SIP proxy and domain names are as follows:

SIP Proxy/Domain Name	IP Address
sip.wa.iinet.net.au	203.59.49.5
sip.nsw.iinet.net.au	203.55.231.194
sip.vic.iinet.net.au	203.55.229.194
sip.qld.iinet.net.au	203.55.228.194
sip.tas.iinet.net.au	203.55.229.194
sip.nt.iinet.net.au	203.55.229.194
iinetphone.iinet.net.au	203.0.178.91