



A MITEL
PRODUCT
GUIDE

Unify Phone

Unify Phone V3, Troubleshooting Guide

Service Documentation

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Most common user cases

A user cannot sign in to Unify Phone due to not created tenant

1 Most common user cases

1.1 A user cannot sign in to Unify Phone due to not created tenant

Error message: Your company is not registered for Unify Phone application yet. Please contact your administrator.

Action: An administrator must create a Unify Phone tenant for their company.

1.2 A user cannot sign in to Unify Phone due to not assigned phone number

Error message: You are not assigned any Unify Phone number yet. Please contact your administrator.

Action: An administrator of the company's OpenScape communication platform must create a Unify Phone user on the communication platform (Unify OpenScape Voice, Unify OpenScape 4000 or Unify OpenScape Business).

1.3 A user cannot sign in to Unify Phone due to missing license

Error message: Your account is not licensed to use the application. Please contact your administrator.

Action:

- If the user is an OpenScape Voice subscriber, an administrator must assign the OpenScape Voice UP license in OpenScape Voice.
- If the user is an OpenScape 4000 subscriber, an administrator must assign the OpenScape 4000 Unify Phone license(s) in OpenScape 4000.
- If the user is an OpenScape Business subscriber, an administrator must assign the Mobility User and the Unify Phone license in OpenScape Business.

1.4 A user cannot sign in to Unify Phone due to invalid credentials or locked account (Unify Phone for OpenScape)

Error message: Invalid username or password or your account is locked.

Most common user cases

A user cannot sign in to Unify Phone due to an unknown error



Action:

- 1) In case Unify Phone is connected to OpenScape Voice or OpenScape 4000, navigate to **CMP > User Management > Unify Phone** and check the user's email address.
- 2) In case Unify Phone is connected to OpenScape Business, navigate to **WBM > Setup > Cloud Services > Unify Phone user instance** and check the user's email address.
- 3) If the email address does not exist or is not valid, the user account is missing and must be created.
- 4) If the email address exists and is valid, either the password is incorrect or the account has been locked. Do one of the following:
 - Reset the user's password.
 - Advise the user to wait for 30 minutes before attempting to sign in again with the correct password.

1.5 A user cannot sign in to Unify Phone due to an unknown error

Error message: You cannot login at the moment. Please try again later.

Action:

- 1) A Unify Phone administrator must access the Unify Phone Administration App and check the **Telephony status** under the **Telephony connector** tab.
- 2) If telephony is **Unavailable**, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 14).
- 4) Open a ticket to Unify Support and attach the logs.

1.6 A call cannot be established due to "Telephony is down" error

Action:

- 1) A Unify Phone administrator must access the Unify Phone Administration App and check the **Telephony status** under the **Telephony connector** tab.

Most common user cases

A call cannot be established due to an unknown error

- 2) If telephony is `Unavailable`, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 14).
- 4) Open a ticket to Unify Support and attach the logs.

1.7 A call cannot be established due to an unknown error

Action: The following logs should be provided for analysis:

- Unify Phone client logs (see section [Unify Phone client logs collection](#) on page 11)
- Wireshark trace from user device (NOT for mobile Unify Phone clients)
- Communication platform logs (see section [Communication platform logs collection](#) on page 14).

1.8 Common audio issues

When dealing with audio issues, the following should be checked:

- 1) Defective or improper headset/speaker setup
- 2) Sound Driver is out of date
- 3) Wrong audio configuration – This can be checked in the Unify Phone web client or PWA under **Settings > Audio**.
- 4) High CPU utilization or use of weak CPU
- 5) Internet bandwidth issue
- 6) Sound is not allowed in the browser settings.

When opening a ticket to Unify Support for audio issues, the following information or data should be provided:

- Type of Audio Peripherals (Speaker, Microphone, Headset)
- Unify Phone client logs (see section [Unify Phone client logs collection](#) on page 11)
- Communication platform logs (see section [Communication platform logs collection](#) on page 14).

1.9 A call has been established but there is no speech path or there are quality issues

Action: In addition to data mentioned in section [Common audio issues](#) on page 6, the following logs should be provided for analysis:

- Wireshark trace from user device (NOT for mobile Unify Phone clients)
- Collect WebRTC internals logs from the user's browser (ONLY in case the user who experienced the issue was using the Unify Phone web client on Google Chrome or Microsoft Edge when the issue occurred).

WebRTC internals logs collection from Google Chrome or Microsoft Edge

- 1) Open Google Chrome or Microsoft Edge.

The user presence is not correctly synchronized due to exceeded limit of user sessions (Unify Phone for Unify Video)

- 2) Depending on the browser, type `chrome://webrtc-internals/` or `edge://webrtc-internals/` in the address bar and press Enter.
- 3) Before starting a call on Unify Phone to reproduce the issue, do the following on the **WebRTC internals** tab:
 - a) Under **Create diagnostic audio recordings**, tick the **Enable diagnostic audio recordings** checkbox, then select the path in which the `audio_debug` file will be downloaded.
 - b) Under **Create diagnostic packet recordings**, tick the **Enable diagnostic packet and event recording** checkbox, then select the path in which the `event_log` file will be downloaded.
- 4) Start a call using the Unify Phone web client (on Google Chrome or Microsoft Edge) and reproduce the issue.
During the call, both log files will be updated.
- 5) After the end of the call, do the following:
 - a) Go back to the **WebRTC internals** browser tab.
 - b) Under **Create a WebRTC-Internals dump**, click **Download the webrtc-internals dump**.
 - c) Provide all three log files (`audio_debug`, `event_log` and `webrtc_internals_dump.txt`) for analysis.

1.10 The user presence is not correctly synchronized due to exceeded limit of user sessions (Unify Phone for Unify Video)

Due to a limitation of the RingCentral API, only 5 sessions are supported for the same user. The sixth session will invalidate the first one, thus the presence will not be synchronized.

1.11 The user presence is not correctly synchronized or cannot be set

Action: The Unify Phone client logs should be provided for analysis.

1.12 A user cannot change their profile picture (Unify Phone for OpenScape)

Action: The Unify Phone Access client logs should be provided for analysis.

Most common administrator cases

An administrator cannot sign in to the Administration app due to missing permissions

2 Most common administrator cases

2.1 An administrator cannot sign in to the Administration app due to missing permissions

Error message: You don't have the required permissions to access the administration app.

Action:

- Unify Phone for Unify Video: The Unify Video user must have the “Super admin” role assigned via the Unify Video Admin Portal.
- Unify Phone for OpenScape: The user must have the administrator role assigned via the Unify Phone Administration app.

2.2 An administrator cannot sign in to the Administration app due to an unknown error

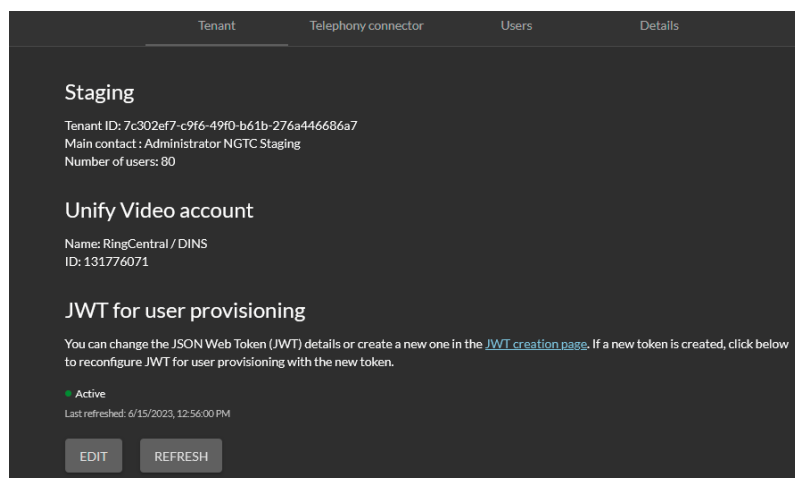
Error message: You cannot login at the moment. Please try again later.

Action: Open a ticket to Unify Support.

2.3 An administrator cannot register a tenant

Action: Open a ticket to Unify Support.

2.4 An administrator cannot configure a JSON Web Token (JWT) (Unify Phone for Unify Video)



Action: Open a ticket to Unify Support.

An administrator cannot create a Unify Video connection (Unify Phone for Unify Video)

2.5 An administrator cannot create a Unify Video connection (Unify Phone for Unify Video)

Action:

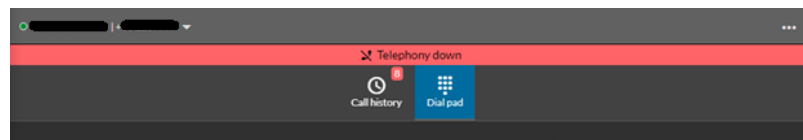
- 1) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 14)
- 2) Open a ticket to Unify Support and attach the logs.

2.6 An administrator cannot add or edit Unify Phone users due to an unknown error

Action:

- 1) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 14).
- 2) Open a ticket to Unify Support and attach the logs.

2.7 A call cannot be established due to a trunk being down



Action:

- 1) The Unify Phone administrator should access the Unify Phone Administration app and check the **Telephony status** under the **Telephony connector** tab.

Tenant		Telephony connector
Telephony status		
Connector name	Type	Status
gtc-383	OSBIZ	Unavailable
gtc-001	OSBIZ	Available

- 2) If telephony is **Unavailable**, check the connection between the OpenScape communication platform and Unify Phone.
- 3) Collect the communication platform logs (see section [Communication platform logs collection](#) on page 14).
- 4) Open a ticket to Unify Support and attach the logs.

2.8 Push notifications cannot be delivered

If push notifications are not working on Apple or Google devices, the issue may be related to firewall restrictions.

Action:

The administrator must ensure that the firewall is properly configured to allow mobile devices to connect to specific ports on certain hosts.

Steps to resolve:

- 1) Verify that the firewall is not blocking the required ports for push notifications.
- 2) Confirm that mobile devices can successfully connect to the necessary hosts for push notification services.
- 3) Check for any additional network security policies that may be blocking these connections.

For detailed information on the specific ports and hosts required for push notifications, please refer to the following resources:

- <https://support.apple.com/en-us/HT203609>, for the Apple requirements.
- <https://firebase.google.com/docs/cloud-messaging/concept-options#messaging-ports-and-your-firewall>, for the Google requirements.

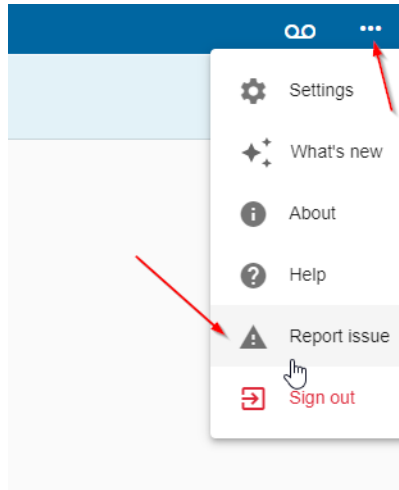
By ensuring that these firewall settings are correctly configured, push notifications should be delivered to mobile devices without issues.

3 Unify Phone client logs collection

3.1 Unify Phone client logs collection on a desktop computer

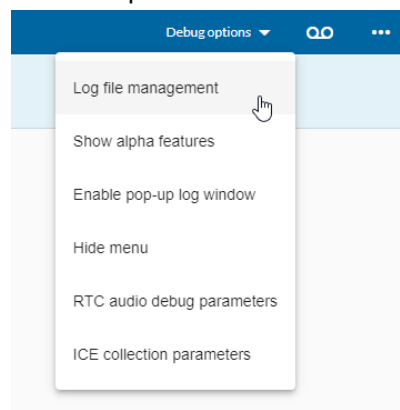
Step by Step

- 1) On the Unify Phone web client or PWA, click on the ellipsis icon (...) on the top right corner and select **Report issue**.



- 2) A log file will be created. Save it or send it as an email attachment, if needed.
- 3) Optionally, do the following:
 - a) Simultaneously click on the ellipsis icon (...) and press **Ctrl+Shift**.

This will open a new menu with name **Debug options**.



The most useful option is **Log file management**, where you can set the log level and view the logs that have been created.

- b) Click **Log file management**, set the log level to **Maximum** for better troubleshooting, click on the log file(s) to download, then click **Yes**.
 - c) Click **Debug options > Hide menu** for the Debug options menu to close.
- 4) Open a ticket to Unify Support and attach the logs.
Always mention the time when the problem occurred.

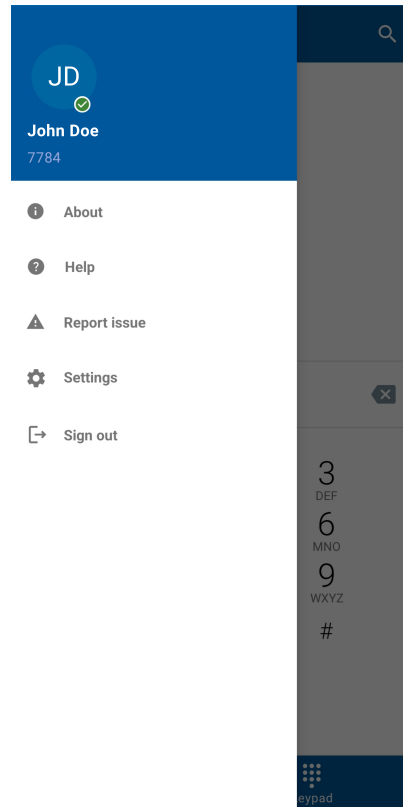
Unify Phone client logs collection

Unify Phone client logs collection on an Android device

3.2 Unify Phone client logs collection on an Android device

Step by Step

- 1) On the Unify Phone mobile app, tap ☰ at the top left of the app and select **Settings**.

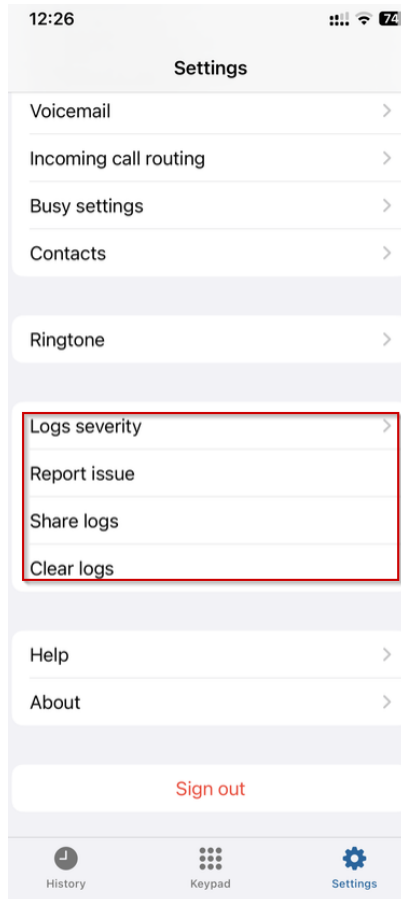


- 2) Tap **Logs**.
- 3) Switch the **Enable debug logs** slider to ON.
Debug logs must be enabled for better troubleshooting.
- 4) Tap **Save logs** and save the log file.

3.3 Unify Phone client logs collection on an iOS device

Step by Step

- 1) On the Unify Phone mobile app, tap **Settings** at the bottom of the app and locate the area with the logs options.



You can select among **Logs severity**, **Report issue**, etc. Severity logs are needed for better troubleshooting.

- 2) Enable the “Debug” log level by navigating to **Settings > Logs severity > Debug**.
- 3) Use the back arrow to go back to **Settings**.
- 4) Select **Share logs** and save or share the log file as needed.
 - To save the log file, on the pop-up that appears, tap **Save to Files**, select a location, then tap **Save**.
 - To share the log file, on the pop-up that appears, select an application from the available options (like email, OneDrive, or other).

4 Communication platform logs collection

Depending on the communication system Unify Phone is connected to, the following logs should be collected:

- **OpenScape Business:**
 - System Traces with (Trace) Profile:
 - Basic
 - Voice_Fax_Connection
 - SIP_Interconnection_Subscriber_ITSP
 - Sip Registration
 - Network Traces with TCP Dump with interface: Any
- **OpenScape Voice:**
 - OSV RTT_24_7
 - SBC Network traces (with Interface: SIP/MGCP Trace for issues in SIP layer or interface: SIP/MGCP/RTP Trace for Payload issues)
 - SBC Rapidstat in level 5 (with SipServer process in INFO log level)
- **OpenScape 4000:**
 - All softgate logs
 - CSTA-Download Complete Diagnostics Data
 - sip subscriber detail profiles
 - 1.2.1(detail) SIP Sub. General problems and 1.2.4 (detail) CSTA over SIP problems
 - RMX permanent trace c.
 - SBC Network traces (with Interface: SIP/MGCP Trace for issues in SIP layer or interface: SIP/MGCP/RTP Trace for Payload issues)
 - SBC Rapidstat in level 5 (with SipServer process in INFO log level)

5 Unify Phone Administration related information

This chapter contains information indented for Unify Phone tenant administrators and covers the following topics:

- Unify Phone for Microsoft Teams integration.
- Setting a support email address.
- Accessing administrator documentation.
- Accessing information about the Unify Phone status.

For detailed instructions on how to administrate Unify Phone using the Unify Phone administration app, please refer to the following document: *Unify Phone V2 Administration, Administrator Documentation*.

5.1 Unify Phone for Microsoft Teams

Unify Phone for Microsoft Teams is an integration between Unify Phone and Microsoft Teams. It extends Microsoft Teams with telephony services provided by an OpenScape Communication system (OpenScape Voice, OpenScape 4000 or OpenScape Business) through the cloud-based telephony connector Unify Phone.

NOTICE: The integration is only available for Unify Phone for OpenScape.

To allow users in a tenant to use Unify Phone for Microsoft Teams, the following actions need to be performed:

- Deploy the Unify Phone for Microsoft Teams app via the Microsoft Teams Admin Center.
- Grant admin consent to allow for presence synchronization.

5.1.1 Deploying Unify Phone for Microsoft Teams from Microsoft Teams Admin Center

An administrator can make Unify Phone for Microsoft Teams available for users in their tenant by deploying the app from the Microsoft Teams Admin Center.

Prerequisites

- Administration rights to Microsoft Teams application.

Step by Step

- 1) Open Microsoft Teams Admin Center: <https://admin.teams.microsoft.com/>.
- 2) Click **Teams apps** in the left navigation panel.
- 3) Click **Manage apps**.

The Manage apps view opens and you can see a list of apps that are available or blocked for users in your organization.

- 4) Search for the Unify Phone app or locate it in the apps list.
The app is in status **Published**.

- 5) Install the published app.

Next steps

Once Unify Phone for Microsoft Teams integration is installed, tenant users can add it to their Microsoft Teams application.

If the integration has been previously deployed manually, it needs to be removed and added back through the Microsoft Teams Admin Center.

For presence synchronization between Unify Phone and Microsoft Teams, a Microsoft Tenant administrator must grant admin consent for Unify Phone for Microsoft Teams on their tenant.

5.1.2 Granting admin consent to Unify Phone for Microsoft Teams

For presence synchronization between Unify Phone and Microsoft Teams, a Microsoft Tenant administrator must grant admin consent for Unify Phone for Microsoft Teams on their tenant.

A Microsoft Tenant administrator needs to follow the steps below to grant admin consent to Unify Phone for Microsoft Teams:

Step by Step

- 1) Open a web browser and enter the following address (URL):

https://login.microsoftonline.com/common/adminconsent?client_id=30836a97-580e-416bbcbf-328520aedccf&redirect_uri=https://phoneapp.unify.com

- 2) Sign in to your Microsoft account.

The list of permissions for presence and contacts synchronization between Unify Phone and Microsoft Teams is displayed.

NOTICE:

The following permissions are required:

- Contacts.Read
- Contacts.Read.Shared
- Directory.Read.All
- Files.ReadWrite
- Presence.ReadWrite
- Presence.Read.All
- User.Read

- 3) Click **Accept** to grant permissions.

Next steps

Once permissions are granted, presence status in Unify Phone for Microsoft Teams will automatically synchronize with presence status in Unify Phone for OpenScape for all tenant users. Additionally, tenant users will have access to their Microsoft Exchange Online contacts.

5.2 Setting a support email address

An administrator can set an email address via the Unify Phone administration app for users to contact support. When users or administrators report an issue, support requests will be delivered to this email address.

Step by Step

- 1) Sign in to the Unify Phone Administration App: <https://phoneapp.unify.com/tenant/>.
- 2) Navigate to the **Details** tab.
- 3) Click **Edit**.
- 4) Enter the email address in the **Support email** field.
- 5) Click **Save**.

5.3 Accessing administrator documentation

Tenant administrators can access administration documentation for Unify Phone as described below:

Step by Step

- 1) Sign in to the Unify Phone Administration App: <https://phoneapp.unify.com/tenant/>.
- 2) Click the ellipsis (...) icon in the top right of the app.
- 3) Select **Help** from the drop-down menu.
- 4) Click **Open HTML** or **Open PDF** according to your preference.

Documentation is available in the following formats: PDF and HTML.

5.4 Accessing information about the Unify Phone status

To access information about the Unify Phone status, a tenant administrator needs to click  at the top right of the Unify Phone administration app. This opens the Mitel status page, which outlines the status of the Unify Phone services, system metrics, past incidents, the date of the next scheduled update, and other important information.

