

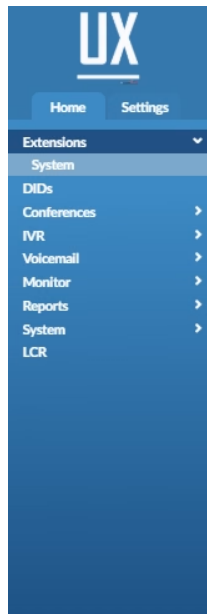
Unable to Place Calls With Communicator Desktop, Web or Mobile

Unable to Place Calls With Communicator Desktop, Web or Mobile

When attempting to place a call using Communicator you receive an error. This error occurs if it is an internal or public call.

Check extension's settings

1. Login to your management portal.
2. From the Home tab click Extensions > System and Edit the extension in question
3. Move to the Network Related section and Click "YES" to WebRTC Enabled
 1. If you do not see the section select Show advanced options Tab at the top of the page.



Rating info

Account Balance: -1.03100

Available Funds: -0.03100

Inclusive Minutes Left: No Inclusives spent.

Inclusive Messages Left: No Inclusives spent.

Creation Date: Feb 09 2021 13:12:31

First Use Date: Feb 09 2021 13:18:55

Last Use Date: Sep 09 2025 08:47:23

Show Rating Info In OSC: Yes No **Not Set**

Network Related

Transport: TCP

WebRTC Enabled: Yes No Not Set

Encryption: Offer if possible (TLS only)

NAT: Yes

Direct media: No

4. Next, check if the OPUS codec is enabled or the extension.

1. The codecs section should be on the right side and down from the network section.

5. If you do not see it, click on the down arrow on the next available free section and select Opus.

6. Click to Save your settings.

Codecs

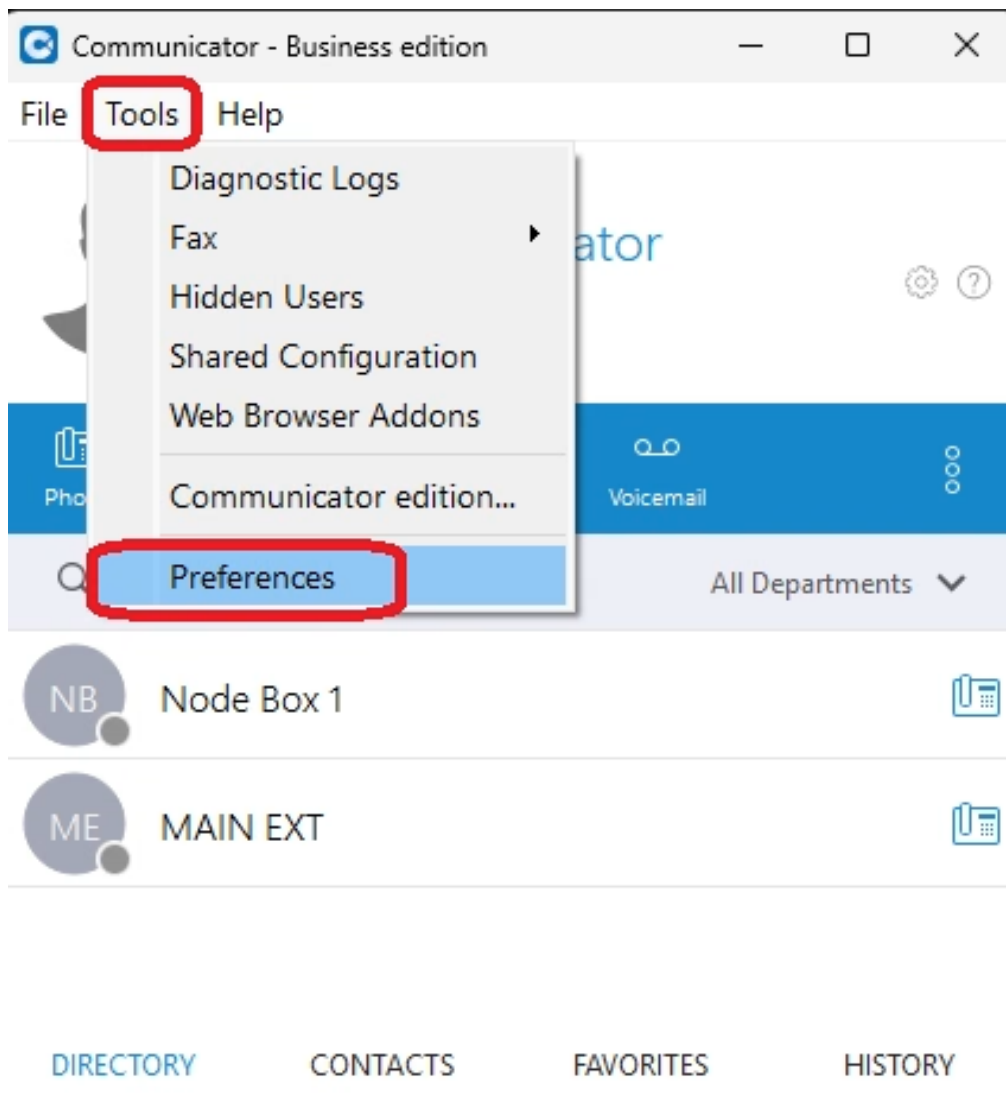
#	Codec	Ptime
1	G.711 ulaw	N/A
2	G.711 alaw	N/A
3	Opus	N/A
4	ILBC	N/A
5	G.729	N/A
6	H.261 Video	N/A
7	GSM	N/A
8	Opus	N/A
9	G.729	N/A
10	GSM	N/A
	ILBC	N/A
	H.261 Video	N/A
	H.263 Video	N/A
	H.263+ Video	N/A
	H.264 Video	N/A

Communicator Desktop

If you are using Communicator Desktop you will also want to check what phones you have enabled and or Default.

Communicator Desktop V7

1. Click Tools > Preferences
2. Select the My Phones button
3. Check that your telephones are assigned properly. If use deskphone is select and set to your default phone your calls will fail.
4. Select Use softphone as your default telephone.
5. You should now have the ability to place calls from Communicator.



Preferences

Preferences

General

Contacts

Phone

Audio

Video

Meeting

Modules

Alerts

Messaging

Profiles

Presence

Advanced

General

Dialing rules

Speed dial

Codecs

Auto answer

Advanced

☒ Confirm number when calling from web browser and other apps

☒ Call Waiting (works only in Softphone mode)

☒ Call Waiting audio notification (BEEP Sound)

☒ Turn off phone DND on logout

When "Call Waiting" option is disabled, softphone will automatically reject incoming calls if user is on another call already. Callee will hear a message saying that we are currently busy on another call.

Ring volume (Logout for changes to take effect):

Ringtone preference

Default

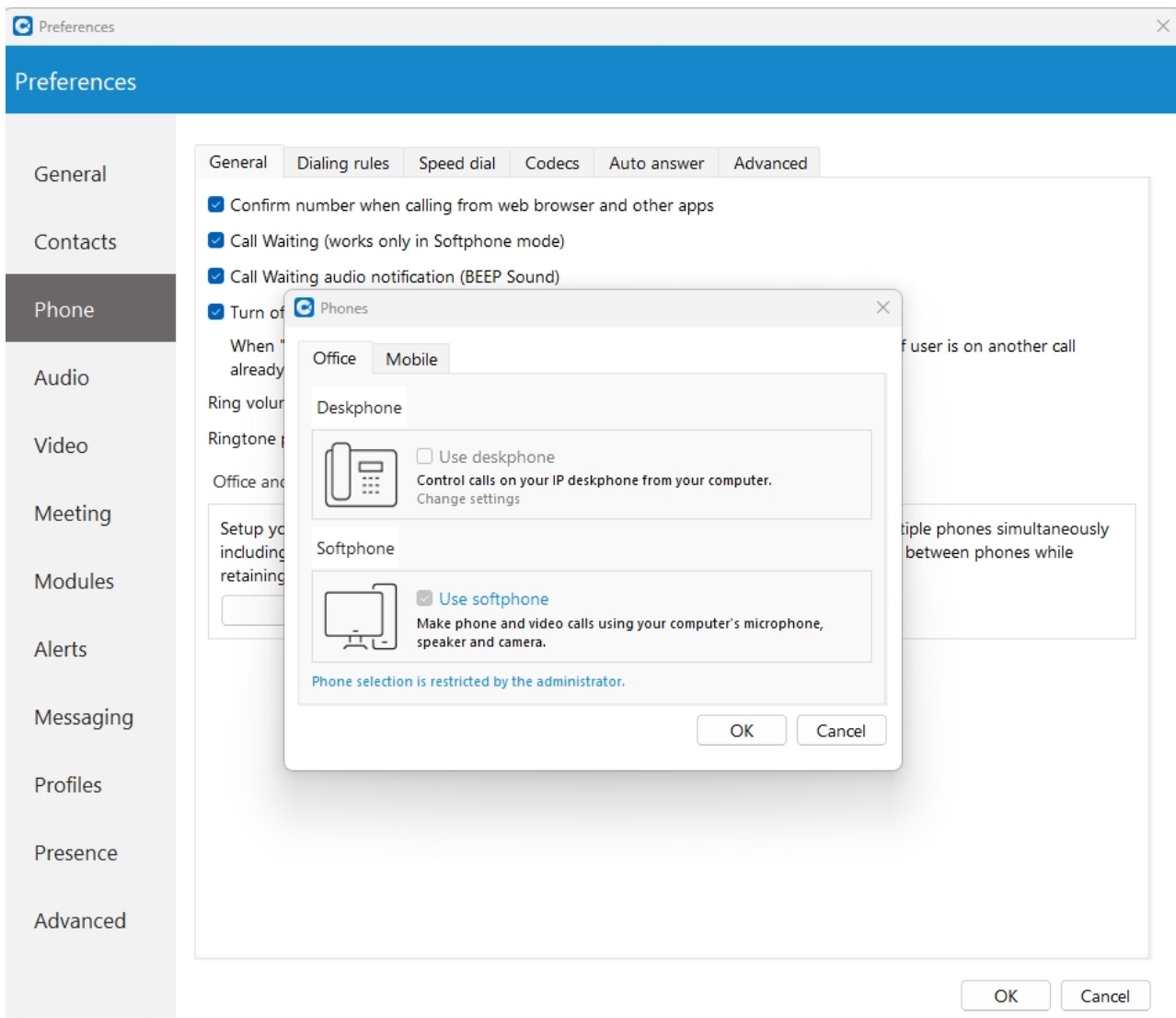
Office and Mobile phones

Setup your Office and Mobile phones here. Unified communications allows you to use multiple phones simultaneously including softphone, deskphone and mobile phone. Greater productivity for switching calls between phones while retaining use of features.

My Phones...

OK

Cancel



Communicator V8

1. Click the Voice option
2. Under the dialpad, right side you will see an up arrow and will display the currently set default phone. If it is set to Deskphone and you do not have a deskphone or the deskphone is not available / down then your calls will fail.
 1. Change the option to Softphone.
3. If the option is set to Softphone, you should be able to now make calls.



Voice



Team chat



Contacts



SMS



Meeting



Settings

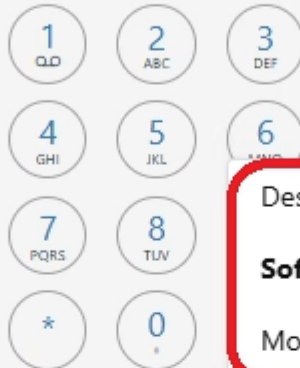
Dialpad



Caller ID Default Caller ID ▾

All

Enter number



Deskphone

Softphone

Mobile App

+1 323 784 3405 (Public)

+1 323 806 5017 (Mobile)

Access Codes ^

Softphone ^

My Active Calls



No active calls



1620



Cari
Sales



3104



RIC
1714



Loa
9911



LOS
1323



1620



Jen
Sales



Dav
9911



Stev
9911

For additional assistance please use out Live Chat at the bottom of your screen, contact us via email support@firelinecommunications.com or give us a call 877-347-3147.