To troubleshoot and resolve Voice over Frame Relay configuration issues, perform the following tasks:

- If no calls are going through, ensure that the **frame-relay voice bandwidth** command is configured.
- If VoFR is configured on a PVC and there are problems with data connectivity on that PVC, ensure that the **frame-relay fragment** command has been configured.
- If data is not being transmitted but fragmentation is configured, ensure that Frame Relay traffic shaping is turned on.
- If the problem is with the dial plan or the dial peers, use the **show dial-plan number** command with the argument *dial string* to display which dial peers are being used when a specific number is called.
- If there are problems connecting an FRF.11 trunk call, ensure that the **session protocol** command in dial peer configuration is set to **frf11-trunk**.
- If FRF.11 trunk calls on the Cisco 2600 or Cisco 3600 series routers are being configured, verify that the **called-number vofr** command in dial peer configuration is configured and that its number matches the destination pattern of the corresponding POTS dial peer.
- Ensure that the voice port is set to **no shutdown**.
- Ensure that the serial port or the T1/E1 controller is set to **no shutdown**.
- Toggle the voice port by first entering **shutdown** and then **no shutdown** every time the **connection trunk** or **no connection trunk** command is entered.

Check the validity of the Voice over Frame Relay configuration by performing the following tasks:

- Enter the **show frame-relay pvc** command to show the status of the PVCs.
- Enter the **show frame-relay vofr** command with the arguments interface, dlci, cid to show statistics and information on the open subchannels.
- Enter the **show frame-relay fragment** command with the arguments interface number and dlci to show the Frame Relay fragmentation configuration.
- Enter the **show traffic-shape queue** command to display the traffic-shaping information if Frame Relay traffic shaping is configured. The **queue** option displays the queueing statistics. For more information about traffic shaping, refer to Frame Relay Traffic Shaping for VoIP and VoFR, document 14073.