To troubleshoot IP calls that connect but no audio is heard, see the following procedures:

To Check the Cisco Unified MeetingPlace Audio Server

1. Access the CLI. If you do not already have terminal logging turned on, turn it on. For information, see Logging Your HyperTerminal Session.
2. Verify that the subnet mask address is correct by using the **blade** command. If the subnet mask address is not correct, Cisco Unified MeetingPlace cannot send voice packets to the phone.
   Note: You must restart the Cisco Unified MeetingPlace system by using the **restart** command before any changes can take affect.
3. Enter **tvportstat -all** .
4. While monitoring the output of this command, make a test call to verify that the Cisco Unified MeetingPlace system sees the IP call.
5. Enter **cptrace -T 5** .
6. While monitoring the output of this command, make a test call to verify that the Cisco Unified MeetingPlace system sees the IP call.
7. Enter **tvportstat** *port_number_used_in_tests_above* **-s** . Look at "RTCP packets sent by far end" to verify that the phone is transmitting voice data to Cisco Unified MeetingPlace. If the phone is transmitting voice data to Cisco Unified MeetingPlace, there is a one-way connection.

To Check the Cisco Unified MeetingPlace H.323/SIP Gateway

1. Open the Cisco Unified MeetingPlace Gateway SIM event log and verify that the following log entries have the correct IP addresses for each Multi Access Blade that is used for the IP configuration:
   ```
   MP RTP info. IP=10.10.10.1 Port=5010
   MP RTCP info. IP=10.10.10.2 Port=5011
   ```
2. While you are still looking at the Cisco Unified MeetingPlace Gateway SIM event log, verify that the following log entries have the correct IP address for the IP phone:
   ```
   Remote RTP info. IP=10.10.10.3 Port=6510
   Remote RTCP info. IP=10.10.10.4 Port=6511
   ```
3. Access the CLI. If you do not already have terminal logging turned on, turn it on. For information, see Logging Your HyperTerminal Session.
4. To verify that you can reach both the Multi Access Blades and the IP phone, use the **ping** command to ping the IP addresses of all the Multi Access Blades that are used for the IP configuration and the address of the IP phone.

To Check the IP Phone

1. Press the blue "i" button quickly twice.
2. Verify that the phone is receiving and sending packets (RxCnt and TxCnt).
3. Verify that the expected codec has been negotiated (RxType and TxType).