



IP Office

The course

Module 1 – Lesson 5 – Basic Troubleshooting Techniques

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

Overview

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

Overview

The OSI Model Approach

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

Overview

The OSI Model Approach

Layer 1 - Physical

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

Overview

The OSI Model Approach

Layers 2 & 3 - Data Link + Network

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

Overview

The OSI Model Approach

Layers 4/5/6 - Transport/Session/Presentation

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

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The OSI Model Approach

Layer 7 - Application

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

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The OSI Model Approach

Layer 1 - Physical

Layers 2 & 3 - Data Link + Network

Layers 4/5/6 - Transport/Session/Presentation

Layer 7 - Application



IP Office
The course

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Bad Display

No Sound

Static on Calls

Stuck on Boot

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Bad Display

No Sound

Static on Calls

Stuck on Boot

Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Digital



IP/SIP



Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Digital



X



IP/SIP



Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Digital



X



X

IP/SIP



X



Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layer 1 - Physical

Dead Phone

Digital



X



X

IP/SIP



X



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Static on Calls

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Module 1 - Lesson 5 - Basic Troubleshooting Techniques

The OSI Approach

Layers 2 & 3 - Data Link + Network

ISDN T1/PRI Signaling

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The OSI Approach

Layers 2 & 3 - Data Link + Network

IP Addresses / IP Routing

Ping and Traceroute - Tracert



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Layers 4/5/6 - Transport/Session/Presentation

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Layer 7 - Application

One-x Communicator / Softphone / One-x Portal



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