

Headsets, and the call that only fails one way

USB noise-canceling headsets are the recommendation. Analog headsets are not supported. Wireless is not recommended once you are above roughly ten agents. Windows 11 Efficiency Mode can drop live calls. Java admin is not the Mac ARM path; use the web admin there. None of that is a SIP trunk, and all of it still stops a call.

When audio fails, walk the stack this track just built: path type, codec, bandwidth medium, NAT, TLS, then the headset. The topology tool lets you pull the ITSP or the SBC and hear the symptom described. It is a model.

Specify USB headsets

Check Efficiency Mode before you blame the trunk

Sources and go deeper

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