

Troubleshooting tree

Troubleshooting tree

Sources: Call Analytics, Call Quality Dashboard, Direct Routing plan.

Accessed 14 October 2026.

No dial tone

License or voice routing policy missing, or the user is in the wrong tenant.

SIP fails before OPTIONS

Certificate name, private CA, or TLS version. 5061 never opens.

OPTIONS misses

Trunk out of service. Failover only if the route lists the next gateway.

Connects, silence

Media ports or a bypass path that the network blocks.

One user sounds bad

Call Analytics, not a CQD building case.

Whole subnet looks bad

CQD. Check loss, jitter, RTT, and whether DSCP survived.

VPN

Full tunnel hides the site and often strips the mark.

Both sides transform numbers

Pick one normalization owner before the next cutover.

CypherMonkey Labs ? <https://cyphermonkeylabs.com> ? <https://github.com/CypherMonkeyLabs> ?
<https://linktr.ee/cypherMonkey> ? <https://github.com/CypherMonkeyLabs/microsoft-voice-cc-lab-free-university-mesmerizing> ? (c) 2026 CypherMonkeyLabs. Independent educational project, not affiliated with or endorsed by any vendor. Comparison notes describe only public pages this lab opened. They do not rank vendors. Trademarks belong to their owners. MIT code, CC BY-NC-SA content. Contact <https://cyphermonkeylabs.com/#contact>.