



2N® VoiceBlue Next EN













This section is focused on Frequently Asked Questions for 2N® VoiceBlue Next. The FAQ is divided into three separate groups to help you find the right information quickly. Configuration tips & tricks contains the standard settings guides and configuration hints for quick setup. How to connect section answers the basic settings questions for 2N® VoiceBlue Next and third party devices. Troubleshooting section is focused mainly on 2n product troubleshooting and issue report.

>> Configuration tips & tricks










-  [!Database/configuration backup - How to backup database and how to capture a trace on 2N® VoiceBlue Next?](#)
-  [!Factory reset - How to make a factory reset VBN](#)
-  [!Firmware Upgrade - How to make a firmware upgrade on 2N® VoiceBlue Next?](#)
-  [!Static IP address - How to set up static IP address?](#)
-  [2N Student Monitoring System](#)
-  [AutoCLIP routing - How to set AutoCLIP routing?](#)
-  [Call routing - Changes in call routing in firmware 1.20+ compared to earlier versions on 2N® VoiceBlue Next](#)
-  [Call routing - Forwarding call to one extension number](#)
-  [Call routing - SIM selection based on called number](#)
-  [Callback - How to set Callback?](#)
-  [Callback - How to set SMS Callback?](#)
-  [Configuration - Can I use 2N® VoiceBlue Next with my PBX?](#)
-  [Configuration - How to set 2N® VoiceBlue Next?](#)
-  [Credit - How can I check balance on my SIM card? \(USSD commands usage\)](#)
-  [Data transfer - Does 2N® VoiceBlue Next gateway support data transfer?](#)
-  [IP setting - How to find out the IP address?](#)
-  [IP setting - How to register the gateway on domain name instead of IP address?](#)
-  [Licenses - Detailed information](#)
-  [Mobility Extension - How to set Mobility Extension?](#)
-  [SMS messages - How does "messaging control" work \(SMS queues\)?](#)
-  [SMS messages - How to configure Email2SMS and SMS2Email features with Microsoft Outlook?](#)
-  [SMS messages - How to configure Email2SMS and SMS2Email features with Mozilla Thunderbird?](#)
-  [SMS messages - How to configure Email2SMS and SMS2Email features with Windows Live Mail?](#)
-  [SMS messages - How to send and receive messages with Microsoft Exchange server?](#)
-  [SMS messages - How to send and receive messages? - SMS gateway integration](#)
-  [SMS messages - How to set SMS at no answer?](#)
-  [Specification - Maximum capacity in 2N® VoiceBlue Next](#)
-  [Telephone number - Can I replace SIM card telephone number with my own number?](#)
-  [Test call - How to make a test call from softphone?](#)

>> How to connect with third party device

-  [2N® VoiceBlue Next - How to configure it with Auerswald PBX?](#)
-  [3CX - How to interconnect with 3CX?](#)






-  [Alcatel OXO - How to interconnect with Alcatel OXO?](#)
-  [Asterisk - How to interconnect with Asterisk?](#)
-  [Avaya - How to interconnect with Avaya Aura Communication Manager using SIP](#)
-  [CCM Express version 4.1 - How to interconnect with CCM Express version 4.1?](#)
-  [CUCM - How to interconnect with CISCO Call Manager 6, 7, 8?](#)
-  [Elastix PBX - How to interconnect with Elastix PBX?](#)
-  [HiPath 3000 - How to interconnect with Siemens HiPath 3000?](#)
-  [Innovaphone PBX \(IP302\) - How to interconnect with Innovaphone PBX \(IP302\)?](#)
-  [Panasonic NCP - How to interconnect with Panasonic NCP PBX?](#)
-  [SMPP connection - How to connect ActiveXperts SMPP server](#)
-  [SMPP connection - How to connect Diafaan SMPP server](#)
-  [SMPP connection - How to connect Logica SMPP server](#)

>> Troubleshooting

-  [!How to provide all information to effectively resolve a technical issue on the 2N® VoiceBlue Next?](#)
-  [Audio - What to check if You can't hear the ring-back tone?](#)
-  [Audio - What to check if You have only one-way audio?](#)
-  [Audio - What to check if you have voice quality issue?](#)
-  [Call disconnection - What to do if a call still continues up to 30s after call ended?](#)
-  [Network Trace - How to get Wireshark network trace and network trace from 2N® VoiceBlue Next?](#)
-  [SIM card logging - What to check if SIM cards do not log into network?](#)
-  [Trace - How to get internal trace from 2N® VoiceBlue Next?](#)
-  [Upgrade - from firmware 1.19 and lower to firmware 1.22 and higher](#)

Technical training

>> Recently Updated

-  [SMPP connection - How to connect Logica SMPP server](#)
Mar 15, 2019 • updated by Černý Jan, 2N • [view change](#)
-  [Call routing - Forwarding call to one extension number](#)
Oct 26, 2018 • updated by Beran Michal, 2N • [view change](#)
-  [2N Student Monitoring System](#)
Jul 17, 2018 • updated by Jašek Martin, 2N • [view change](#)
-  [XAPI server - What to do if 2N® Xapi Server does not connect to 2N® VoiceBlue Next?](#)
Jun 11, 2018 • updated by Beran Michal, 2N • [view change](#)
-  [2N Student Monitoring System](#)
Jan 30, 2018 • updated by Hudínek Karel, 2N • [view change](#)

Other Information

-  [Product Support 2N® VoiceBlue Next](#)



 2N® VoiceBlue Next (Official Website 2N)