

## IP-PBX, Easy Tests To Do (Multicast)

PRINT

February 26, 2007

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No one likes surprises but it's interesting to see how surprised customers get when someone overlooks the details.

These are some simple low end tests that may reveal high end issues in your converged network or IP-PBX configurations. This is the first- MULTICAST.



### Emergency Page or All Page

All Page is a favorite feature among many customers as is zone paging. With health care customers (practices) they use Code Blue to name the All Page Group. When the associated soft key or DSS/BLF (Direct Station Selection/Busy Lamp Field) button is pressed for all page- the name in the telephone display shows up as CODE BLUE. Paging is an important voice feature because it also includes external pagers and internal paging zones consisting of users and devices in each zone.

Using a boom box or portable music device with an external speaker is all that is needed to test your paging traffic running across your converged network. Use a CD and play one song lasting 3-5 minutes (endurance test) while doing an All Page from a telephone. Crank the volume up on the boom box, place the handset or speakerphone near the boom box speakers and then wait. Be sure to use a song with words.

Now gather feedback from the users.

Determine:

- Could they hear the song?
- Could they understand all the words?
- Was there any distortion in the song?
- Were there gaps of silence in the song?

Paging and Music-on-hold features in the IP-PBX will multicast traffic across your network- those switch port lights may light up and you may or may not discover issues with the switch, router and even firewall configurations. In VLAN configurations you may also find out if your VLANs are properly configured.

Varying the tests with a recorded voice "This is a test of the ALL PAGE system for XYZ Company - this is a test. TESTING 1, 2, 3, 4, 5, 6, 7, 8, 9. END of testing. Thank You." Most pages won't last 3-5 minutes and are usually under or limited to 60 seconds depending upon the customer's business. Adjust the audio recording for testing to the length of time you expect but be sure to do the endurance test anyway lasting 3-5 minutes.

Results may vary and this isn't a high end solution- it's a simple alternative to doing nothing and very easy to setup and accomplish. Consider which "all page" your users are willing to miss because something isn't configured properly in your converged network.

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