

## IPv2 doorphones (e.g. IP BOLD) enhanced log file – why and how to make it?

We are here to support you and your customers.

Thanks to new developments in the VoIP environment, quite often the IPv2 doorphones may require a firmware upgrade.

Therefore before you ask for support, please check if you are using the latest firmware version in your IPv2 doorphone (e.g. IP BOLD or similar). We try keeping the firmware up-to-date according to feedback from you and our other valuable customers.

The latest firmware for IPv2 doorphones (e.g. IP BOLD) can be found at service page of <https://www.alphatechtechnologies.cz/>

How to upgrade the IPv2 doorphone (e.g. IP BOLD) with the latest FW? A guide can be found at service page of <https://www.alphatechtechnologies.cz/>

In some cases, the FW upgrade may not resolve the situation. Maybe because of a wrong setup of the IP BOLD, or it could be caused by an incorrect setup of the other party (IP PBX, SIP server, IP phone, etc.). When you are still facing some incompatibility issues or technical problems with the IP BOLD even after the FW upgrade, it is necessary to provide an enhanced log file from the IP BOLD doorphone and send it to us for further analysis.

The detailed enhanced log file will be analyzed by our SW engineers.

Why an enhanced log file, why not just the basic log? Some customers think the normal, standard log file is enough. The normal, basic log does not provide in-depth, detailed info on the communication between SIP based IP devices, i.e. between the IP BOLD doorphone and the other party.

To avoid confusions and wasted time, here is a guide how to make an enhanced log file from IP BOLD.

Detailed description of your setup scenario, what you have done, how, what's the problem, and of course the enhanced log file is to be sent to [support@alphatechtechnologies.cz](mailto:support@alphatechtechnologies.cz)



# ALPHATECH TECHNOLOGIES s.r.o.

IP BOLD



	<b>Status</b>
Current status	
Network setting	
Basic settings	
Extended settings	
Service	
Video camera	

Display name	IP DoorPhone
Firmware version	3.1.1
Buttons count	1
Keyboard connected	No
Camera connected	Yes
SD card size	
Card free space	
Customization	Alphatech Technologies
MAC address	00:56:34:00:00:14
Actual time	
Running time	0d 0h 0m
Setup via DHCP	No
IP address	192.168.1.250
Network mask	255.255.0.0
Network gateway	
DNS server	
SIP mode	Peer-to-peer
Registration status	
SIP server	
Call active	No
Call duration	0:00
Calls count	0
Calls missed	0

**1. click on "Service"**





# ALPHATECH TECHNOLOGIES s.r.o.

IP BOLD

- Current status
- Network setting
- Basic settings
- Extended settings
- Service
  - Restart
  - Configuration
  - Style and language
  - Firmware upgrade
  - Logfile
  - License
  - User acoustic tones
- Video camera

## Restart

Press button bellow for immediate device restart.

Restart

*2. click on "Logfile"*

© ALPHATECH TECHNOLOGIES s.r.o.





# ALPHATECH TECHNOLOGIES s.r.o.



IP BOLD

Current status

Network setting

Basic settings

Extended settings

Service

Restart

Configuration

Style and language

Firmware upgrade

Logfile

License

User acoustic tones

Video camera

## Logfile

Start enhanced log:


Download log file:

Show call log: [Show in new window](#)

Syslog server:

**3. click on "Start"**



**ALPHATECH TECHNOLOGIES s.r.o.** 

IP BOLD

Current status	<h3>Logfile</h3> <p><b>Stop enhanced log:</b> <input type="button" value="Stop"/></p> <p><b>Download log file:</b> <input type="button" value="Make"/></p> <p><b>Show call log:</b> <a href="#">Show in new window</a></p> <p><b>Syslog server:</b> <input type="text"/> <input type="button" value="Save"/></p> <p><b>4. Make one outgoing call from IP BOLD to the other party, make one incoming call from the other party to IP BOLD. At least try making one outgoing and one incoming call from and to the IP BOLD.</b></p>
Network setting	
Basic settings	
Extended settings	
Service	
Restart	
Configuration	
Style and language	
Firmware upgrade	
Logfile	
License	
User acoustic tones	
Video camera	

© ALPHATECH TECHNOLOGIES s.r.o.





# ALPHATECH TECHNOLOGIES s.r.o.

IP BOLD

- Current status
- Network setting
- Basic settings
- Extended settings
- Service
  - Restart
  - Configuration
  - Style and language
  - Firmware upgrade
  - Logfile
  - License
  - User acoustic tones
- Video camera

## Logfile

Stop enhanced log:  **5. Click on "Stop"**

Download log file:

Show call log: [Show in new window](#)

Syslog server:





## ALPHATECH TECHNOLOGIES s.r.o.

IP BOLD

- Current status
- Network setting
- Basic settings
- Extended settings
- Service
  - Restart
  - Configuration
  - Style and language
  - Firmware upgrade
  - Logfile**
  - License
  - User acoustic tones
- Video camera

### Logfile

Start enhanced log:

Download log file:  **6. Click on "Make"**

Show call log: [Show in new window](#)

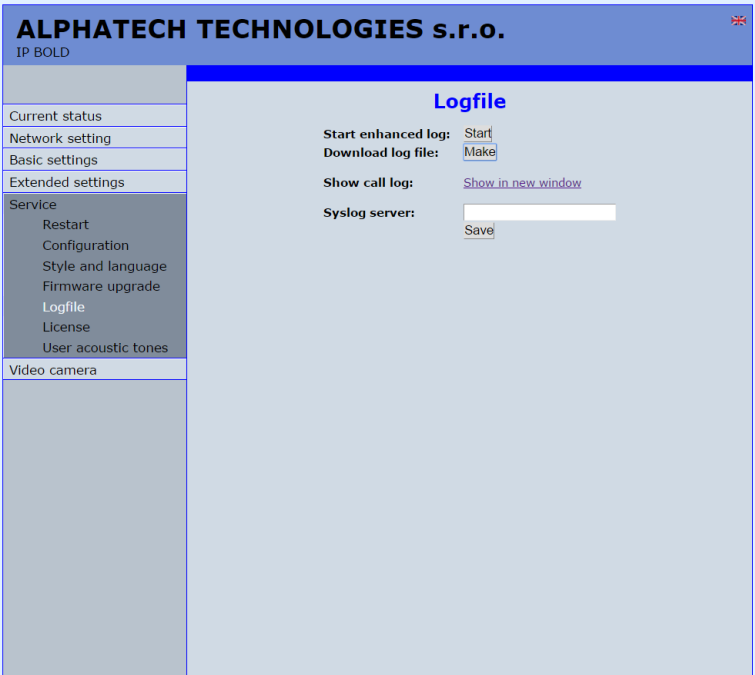
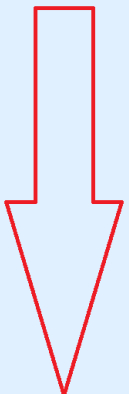
Syslog server:

© ALPHATECH TECHNOLOGIES s.r.o.



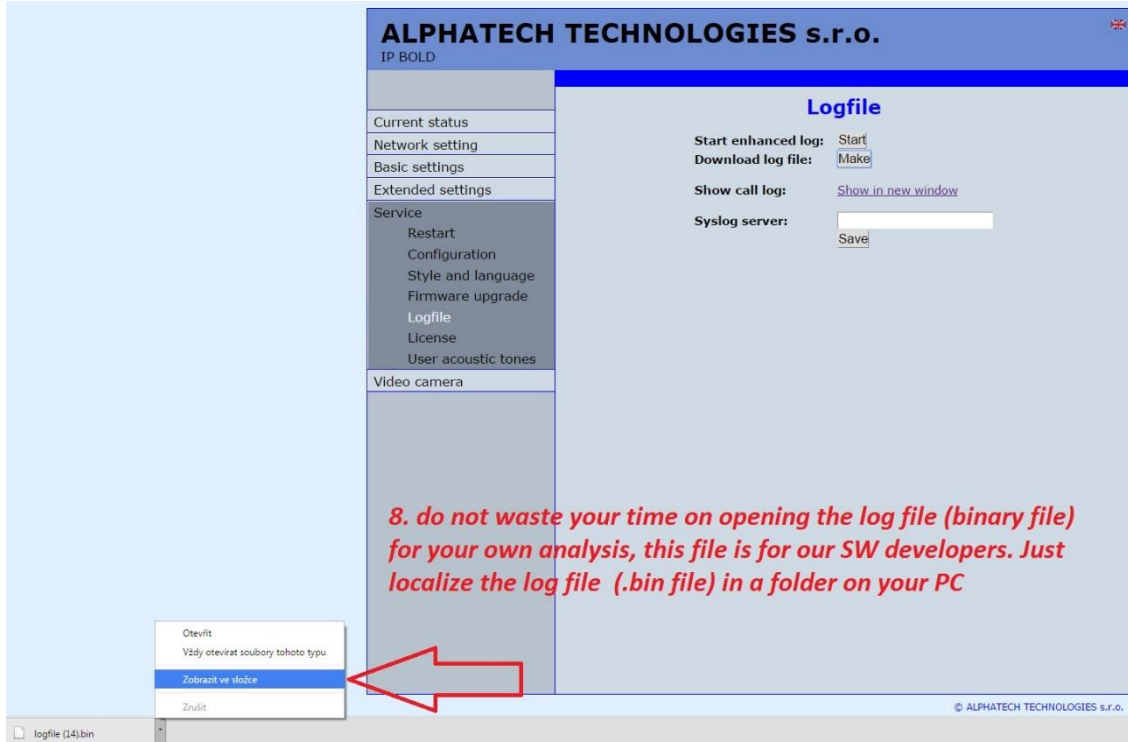



**7. save the enhanced version of the log file to your PC**



© ALPHATECH TECHNOLOGIES s.r.o.

**8. do not waste your time on opening the log file (binary file) for your own analysis, this file is for our SW developers. Just localize the log file (.bin file) in a folder on your PC**



© ALPHATECH TECHNOLOGIES s.r.o.





# ALPHATECH TECHNOLOGIES s.r.o.

IP BOLD

## Logfile

Start enhanced log: Start  
Download log file: Make

**9. typically you will find the file in a folder of downloads**

**10. send the log file to support@alphatechtechnologies.cz, also describe your issues/problems you are facing, so we can focus on your issue from the beginning.**

Název položky	Datum změny	Typ
logfile (1).bin	1.6.2015 22:20	Soubor BI
logfile (2).bin	12.6.2015 12:47	Soubor BI
logfile (3).bin	28.10.2015 7:45	Soubor BI
logfile (4).bin	28.10.2015 7:45	Soubor BI
logfile (5).bin	29.10.2015 7:22	Soubor BI
logfile (6).bin	29.10.2015 8:18	Soubor BI
logfile (7).bin	5.11.2015 21:42	Soubor BI
logfile (8).bin	5.11.2015 21:42	Soubor BI
logfile (9).bin	5.11.2015 21:42	Soubor BI
logfile (10).bin	5.11.2015 21:59	Soubor BI
logfile (11).bin	5.11.2015 22:06	Soubor BI
logfile (12).bin	7.11.2015 22:49	Soubor BI
logfile (13).bin	18.11.2015 14:31	Soubor BI
logfile (14).bin	18.11.2015 14:32	Soubor BI