

# Calls That Stay Open After Intercom Hang-Up

## Symptoms

When making a call between intercoms (usually from a substation to a main station), the call remains open after one intercom has hung up or disconnected (on request)

### Related symptoms

- The call history in CoCoS still shows an active conversation.
- The other intercom displays an "in conversation" screen, or its LED remains active after the call ends.

### Details

The issue can be recognized when, after a call is hung up, the second intercom continues to show an "in conversation" screen and/or icon. The LED indicator may also remain lit. Additionally, the call history in CoCoS will show the conversation as still active, even though the call was already ended from one end.

## Cause

This issue is caused by a misconfiguration of NAT (Network Address Translation). Specifically, the "External IP-Address / Hostname" field is incorrectly set on the intercom server, causing the intercoms to attempt to communicate with an invalid or nonexistent endpoint. This leads to the call being left open after hang-up.

## Solution / Resolution / How To

Describe how to fix it, how to validate an observation or describe how to configure a specific case. Only use one title, solution, resolution or HowTo

Navigate to "system / devices"	
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Find and open the intercom server device where the intercom(s) in question are located.	
Under the " <b>Connectivity</b> " section, check if the "External IP-Address / Hostname" is specified.  If an address is listed: <ul style="list-style-type: none"><li>• <b>If not required:</b> Remove the "External IP-Address / Hostname".</li><li>• <b>If required:</b> Ensure the address matches the CoCoS server address.</li></ul>	
If the intercom is behind NAT, <b>disable</b> the "Device behind NAT" option, unless NAT should be used.  <i>(This ensures proper communication between intercoms and prevents the call from staying open after hang-up.)</i>	

## References

- [Setup Command ET908H or IM3 for dialing via CoCoS Call Handling \(Button.0\)](#)

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