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Heartbeat

Mike Johnstone - 2026-03-24 - [Troubleshooting](#)

Heartbeat

Heartbeat provides a basic ICMP report about potential issues at the customers network. Its usefulness is a guide only, Heartbeat is less helpful for monitoring momentary or sudden packet loss, unless those outages are consistent over periods longer than five minutes. In summary Heartbeat is a useful overview of the customers connectivity between our two networks.

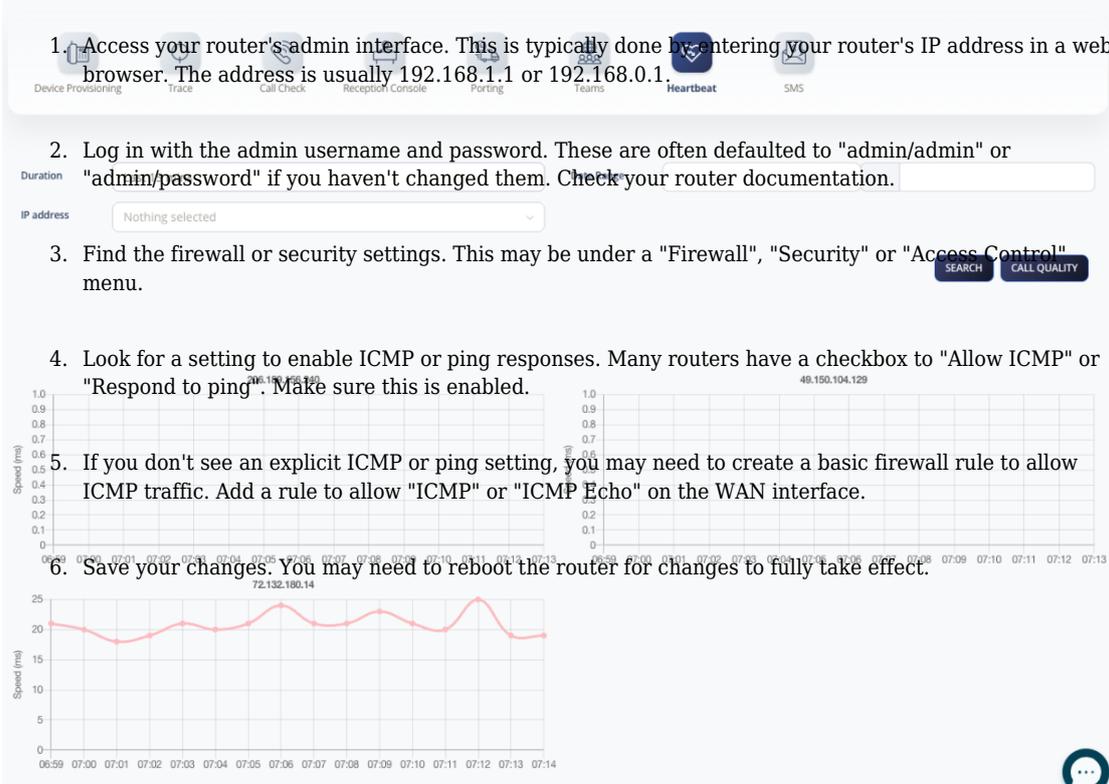
Enabling Heartbeat

1. Log into your account
2. Select Tools > Heartbeat.
3. Select Preferences

Enabling ICMP - Generic Instruction

Heart requires ICMP to be configured on the customer router.

1. Access your router's admin interface. This is typically done by entering your router's IP address in a web browser. The address is usually 192.168.1.1 or 192.168.0.1.
2. Log in with the admin username and password. These are often defaulted to "admin/admin" or "admin/password" if you haven't changed them. Check your router documentation.
3. Find the firewall or security settings. This may be under a "Firewall", "Security" or "Access Control" menu.
4. Look for a setting to enable ICMP or ping responses. Many routers have a checkbox to "Allow ICMP" or "Respond to ping". Make sure this is enabled.
5. If you don't see an explicit ICMP or ping setting, you may need to create a basic firewall rule to allow ICMP traffic. Add a rule to allow "ICMP" or "ICMP Echo" on the WAN interface.
6. Save your changes. You may need to reboot the router for changes to fully take effect.



The screenshot displays a network management dashboard with several navigation tabs: Device Provisioning, Trace, Call Check, Reception Console, Porting, Teams, Heartbeat, and SMS. Below the tabs, there are input fields for 'Duration' and 'IP address' (currently showing 'Nothing selected'). To the right, there are 'SEARCH' and 'CALL QUALITY' buttons. The main area contains three line graphs showing speed in milliseconds (ms) over time. The top graph is for IP 66.175.152, the middle for 48.150.104.129, and the bottom for 72.132.180.14. A chat icon is visible in the bottom right corner.