

User guide is for illustrative purposes only. These entries are contained in a secure online repository as searchable, classifiable, pages. All details have been modified and most screenshots have been removed to protect client confidentiality.

Phone Hardware Troubleshooting

No power to phone

- Check the ethernet cable to the phone and to the wall.
 - VoIP phones use PoE (power over ethernet)

Can't hear the phone

- To change the ringer volume, the phone must be ringing.
- Call the extension with your cell and push the up volume button as it's ringing.

Phone isn't working correctly

- You hear static or no dial tone
 - Reboot phone–plug in/out
 - No idea what the issue is? Replace the phone with the same model.
 - If the phone is functioning keep it.
 - If the phone is damaged or not functioning at all, keep the stand and dispose of the phone.
- 8304 model has no dial tone, only works on speaker phone.
 - The plunger is stuck, and the entire phone should be replaced.

Do NOT replace the 8304 model with the same model. Transfer the ticket to Jax or Tara and indicate the model in the ticket.

Receiver or cable damage

- Check receiver cable and handset
 - Replace cable, receiver, or both
 - Sometimes only the cable is the problem
- If the cable is twisted and tangled, it may not work correctly.
 - Replace the cable

Issues with 8304 Model

- For 8304 models only
 - If there is no dial tone or the phone only works on speaker phone:
 - Is the plunger stuck?
 - Yes?
 - Replace the entire phone with a NEW model.

Do NOT replace this model with the same model. Transfer the ticket to Jax or Tara and indicate the model in the ticket.

Configuring a Phone for a Different Model Replacement

FRO only gets 8920s/30s.

1. Log into the building's phone controller
 - In User and Services Configuration
 - Change search to "number"
2. Type in the extension→enter→click on the correct extension
 - If 5304, click on Key tabs. Clear all keys. Save changes.
3. Click on user profile
 - Change role to the new model phone
4. Click on Service Profile
 - See Device Type
 - (If same model, no change)
5. If changing to a different model, change to new model
 - Some duplicate models in dropdown
 - Model with an "e" means gigabit port
 - No "e" means 10/100 Mbps
 - **If replacing an 8409, go to Keys tab**
 - Click on 2
 - Label: extension
 - Line type: Multicall
 - Button Dir. Number: extension
 - Ring type: Ring
 - Repeat steps for button 3
 - **If replacing an 8414 or 8424, click on Keys tab.**
 - For any button that is programmed, you must make sure there is something in the label column.
 - If not, add it (same as Button Directory Number).
6. Physically plug in new phone (old phone is unplugged)
 - *05 code to replace extension
 - XXXXX (type extension)
 - Phone takes on all previous extension configurations

Unlock a Mailbox or Reset a Pin

You MUST use Edge to access the voicemail server.

1. Log into the voicemail server
2. Left pane: Web Console
3. Top left: Mailboxes

To unlock a mailbox

If the staff person asks: "No, we don't know your passcode. It must be reset to the default."

- Search for mailbox (type in the extension)
- If you see a padlock next to the number, check the box.
 - Click Unlock dropdown → Selected → OK

To reset a mailbox pin

- Search for mailbox (type in the extension)
- Click on the extension number
 - Click on Advanced (at the bottom)
 - Type in the default passcode
 - Default = 7489
 - If the staff member needs the setup tutorial, click Enable Tutorial checkbox.
 - Click Save

Look up a 911 Call

- Log into the building phone controller
- Click on Maintenance and Diagnostics
- Click on Maintenance Commands
- Enter this command: **LOGSYS READ SMDR NEWEST 100 MATCH 911**
 - You will see 911 in the second to last column.
 - The number to the left of that is the extension that called.
 - In the example below, extension 23150 called 911 on 1/17 at 9:32 a.m.

| | | | | |
|-------------|------------|---------|-----------------------|-------|
| 01/17 09:32 | 0000:00:27 | 23150 | 911 | T103 |
| | 023 | 2323150 | C0235698A | |
| 01/17 08:04 | 0000:03:43 | X9999 | 0008 19117 7982323206 | 23206 |