



Basic Troubleshooting- HPBX- Polycom VVX Phones

DON'T HAVE DIAL TONE!

Is the phone powered on?

- If the power is not on, please have the site confirm that the connection is POE (Power Over Ethernet). If they are not using POE, please confirm that the power brick is plugged in.
- If you take the phone and plug it into a different jack, does it act differently? It is best to check on a jack where there is an already working phone (if they are unable to unplug it briefly). This will help isolate the issue (is it the phone itself or is it the jack it is plugged into). Keep in mind the number travels with the phone. Each phone has a MAC address, each number is associated with that MAC address (the MAC addresses are located on the bottom of the phone). This means you could essentially take a phone home and it would still have the same number.
- If the power is on and there is no dial tone, try rebooting the phone (pressing and holding 1,0, and 3 on a Polycom phone).

Once all of these steps have been taken and the phone does not have dial tone, please reach out to Granite's NOC noting that all of the above steps were taken. This allows them to skip some basic troubleshooting and begin looking into the real issues, getting the trouble resolved ASAP.

What does your screen show?

- If there is an X next to the number instead of a check mark then the phone is not on the network.
- Try rebooting the phone (pressing and holding 1,0, and 3 on a PolyComm phone)
- If this does not work (especially if it was just plugged in for the first time), try reopening the Authentication window. This can be done from the Phones tab in the Admin portal. Either you or the customer can do this. Once opened, have the customer reboot the phone again to see if it is able to get on the network.
- If this doesn't work, have them confirm that the jack is connected to the internet. Try moving the phone to a jack that is confirmed as working to eliminate the site's internet being down as the root of the issue.

This is does not work, you can reach out to Granite's NOC. They may advise a factory reset is the next step. A site can do it themselves if they are comfortable by following the below steps. Keep in mind the Authentication window will need to be opened for the phone to come back online during a factory reset. This can be done via the Admin CommPortal. PDF directions available.

Factory resetting a Polycom device:

- Step 1: Hold 1-5-3 down until you hear a tone
- Step 2: Select "**Mode**" then option 3
- Step 3: Enter the password
- For first time use/phones that have not authenticated, use **456**
- For authenticated phones, the password will be **!dm1npass**



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WHY ARE MY CALLS ALWAYS DROPPING!?

- The most important tool in troubleshooting issues with calls are **call examples**.
- Granite's NOC is able to see every single call that is made on the network. Getting information from the site will allow the NOC to pinpoint what is going on. They are often able to identify a pattern with dropped calls. Information needed:
 - Date, time, the number that was calling when the issue occurred, and number that was called.
 - One way audio- which way was the audio? Inbound only or outbound only
 - Does the issue happen every call or is this only happening one out of ten calls?

MY PHONE DOESN'T RING OR GOES STRAIGHT TO VOICEMAIL!



Is there a minus sign on your line icon?

- If yes, your phone is in Do Not Disturb Mode. This can be fixed from the phone itself.
- DND (Do Not Disturb) feature** - You can enable Do Not Disturb on your phone when you do not want to receive calls. When enabled this will send calls right to voicemail. To disable Do Not Disturb, press the home button and use the navigation keys to go over to DND icon. Press the middle navigation key to select. Your phone is now no longer in Do Not Disturb mode. You will not see the Do Not Disturb icon in the top right of your phone anymore.