



Layer 1 Troubleshooting Checklist

PolyCom VVX 301

- Has a reboot of the phone been done? If not, please reboot.

To reboot a the phone press and hold 1, 0, and 3 on the phone at the same time for three seconds



- Is “Do Not Disturb” on?



If the site reports there is no audible ringing on the phone, they may have “**Do Not Disturb**” enabled. To enable or disable “**Do Not Disturb**”, press the home button and use the navigation keys to go over to “**DND**”. Press the middle navigation key to select. The phone is now in “**Do Not Disturb**” mode and the “**Do Not Disturb**” icon will be seen in the top right corner. Follow the same steps to disable.

- Does the site have Internet access? Are other devices connected to the same Internet working?
- What is shown on the screen of the phone?
- Does the phone have power?

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.



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- Are the calls forwarding elsewhere?

Check CommPortal for forwarding and have the site dial *73 just in case they enabled forwarding unintentionally

Isolating the Issue

If the issue reported is isolated to one phone, if possible have the site plug the non-working phone into a different jack that already has a working phone (*please note: the phone that is currently using that jack will need to be unplugged briefly*). This will help determine if the issue is the phone itself or the jack it is plugged into.

Once the troubleshooting has been done to answer the above questions, please send the below template to Granite in order to proceed with a repair ticket.

- Contact's full name:
- Contact's Email:
- Contact's cell number (if the lines on site cannot receive calls):
- Location's Main Phone Number / Account number:
- Phone number you are using/on, phone number that you called/called you, date/time, issue experienced.

For issues that are not repairs (such as adding new phones, personnel changes, needing a new auto-attendant message). Please provide details of request for changes.