

## ***NORSTAR TROUBLESHOOTING GUIDE***

This guide will assist you when you have a difficulty with your telecommunications system. Following these guidelines you'll be able to correct the problem, avoid a service call or expedite the repair process.

The most important part of the troubleshooting process is getting the proper information.

- ✓ Internal/External
- ✓ All phones or just your phone
- ✓ Describe process you followed when you discovered the problem
- ✓ Has anyone made any recent changes (voice or data) before this problem occurred
- ✓ Is everything else working properly (computers, fax, etc.)

### ***I CAN'T MAKE PHONE CALLS:***

- # 1. Are other users experiencing the same problem? If not, you are experiencing a phone problem. Go to “Phone Problems” section for troubleshooting process.
- # 2. If other users are experiencing the same problem, ask if the caller’s phone is dead (i.e. no lights, LED’s, sound, etc). If so, proceed to “System Is Dead” section for troubleshooting.
- # 3. If other users are experiencing the same problem and the system is not dead, proceed to “Line problems” for troubleshooting.

### ***I CAN'T RECEIVE PHONE CALLS***

- # 1. Are other users experiencing the same problem? If not, you are experiencing a phone problem. Go to “Phone Problems” section for troubleshooting process.
- # 2. If other users are experiencing the same problem, ask if the caller’s phone is dead (i.e. no lights, LED’s, sound, etc). If so, proceed to “System Is Dead” section for troubleshooting.

### ***SYSTEM IS DEAD:***

The leading cause of downed systems is due to power problems. Either there is no power to the system or there was a power interruption that caused the system to freeze.

- # 1: Confirm that the system is getting power. Just because it is plugged in to an outlet does not automatically mean that the system is receiving power. The easiest way to determine if the system is getting power is to check for any status lights on the system. The system will have some type of light on the front of the unit. If there are no lights lit, the system has either died or is receiving no power. Contact whoever is in charge of power in your office.
- # 2. If the system has no signs of power, plug another electrical device (light, radio, etc.) into the same jack. If that device works, go to the section “Re-boot your system”.
- # 3. If the system lights are lit but the system is non-functional, see the following section on “Re-booting your system”.

### ***RE-BOOTING YOUR SYSTEM:***

Phone systems will occasionally freeze and stop operating. The solution is to re-cycle the power. Here are the procedures on the following systems:

Simply pull the electrical plug, wait 30 seconds, and re-power the system. Allow approximately five minutes for the process to complete. When the phones are showing “time/date” information, re-boot the voice mail system using the same process. Again, allow five minutes for the process to complete. Test to confirm that problem has cleared.

### ***LINE PROBLEMS:***

***When you dial a number, what do you hear?*** If you hear dead air, you could have either a system or carrier problem. Call Teledynamic to troubleshoot further. If you hear a pre-recorded message of any kind, you are getting that message from the carrier, not the system. Contact your local carrier to report the problem.

***Is the problem on all lines?*** If so, it is most likely you have a problem with your carrier. To expedite repair, contact them before contacting Teledynamic so they’ll get a head start on troubleshooting.

***Are any fax and modem lines also experiencing the problem?*** If so, you are experiencing a carrier problem. Contact your local carrier to report the problem.

***Does a neighboring business have the same problem?*** If so, the area is experiencing a carrier problem. Contact your local carrier to report the problem.

***Is the problem on local calls only?*** If so, it is likely that you have a local carrier problem. Contact your local carrier to report the problem.

***Is the problem on long distance calls only?*** If so, it is likely that you have a problem with your long distance carrier. Contact them to report the problem.

***Is the problem on international calls only:*** If so, it is very likely that either your phone system or your carrier has restricted international calls as part of an effort to cut down or eliminate toll fraud.

***Solution:*** Checking these items isolates the problem to either the telephone lines or the equipment.

## **TELEPHONE SET PROBLEMS**

***Is anyone else experiencing the same symptoms?*** If so, then it's probably a system-wide problem.

***Did you just relocate your phone?*** If so, it is possible that the new jack is not “hot”, meaning that it’s not physically connected to your system. Or, if you just moved your phone and didn’t use automatic set relocation, the phone took on the programming that was associated with the new jack. You’ll need to re-program your phone to match your old programming.

***Is your phone securely plugged into the jack?*** Many times phone jacks and plugs wear out or become partially dislodged. Sometimes, simply unplugging and re-plugging a jack fixes the problem.

***Is the line cord connected to the phone damaged?*** Replace the line cord with one from another phone and see if the phone now works.

***Is the handset cord damaged?*** Replace the handset cord with one from another phone and see if the phone now works.

***Do you use a headset?*** If so, have you checked the battery lately? Is the mute button on?

***Has anyone spilled something on the telephone?*** If so, there's not much you can do except call us and order a new phone.

***Is a button stuck on the phone?*** Occasionally a piece of debris will lodge itself between the button and the phone, causing it to stick in the engaged position.

***Is your phone on Do Not Disturb?***

***Is your phone forwarded?***

***Is your phone in night transfer mode?***

***Check all of your phone's volume controls. Is any turned down or off?***

***On intercom, are you sure that you are calling a valid extension number? Sometimes phones get moved around.***

## TELEPHONE SET PROBLEMS, CONT'D.

***I can't externally forward my phone:*** Call forward may have been restricted by Teledynamic or your system administrator as a way to protect against toll fraud.

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***When I park a call, the display panel shows "Park extension in use," and the call returns to my telephone:*** You have selected a Call Park extension that is already in use. Try another Call Park extension. Your administrator can add additional Call Park Extensions.

***When I dial 9 or 8 to access an outside line, the display panel shows "All Ports Busy:*** No outside lines are available. Try again in a few minutes.

***After I call another user in my organization, I hear a tone but no ringing:*** The other user may have the Hands Free Active on Intercom feature enabled. Begin speaking after you hear the tone.

***I added a One-Touch speed dial, but the telephone does not dial that number:*** Use only numeric characters in your Speed Dial setup.

***I try to pickup a call ringing on another telephone using Directed Call Pickup, but it fails:*** The telephone that you are using to pick up the call may not be in the same group as the telephone that is ringing and the telephone group to which the ringing telephone belongs does not allow nonmember pickup.

***My telephone keeps ringing after I pick up the handset:*** Your telephone may have lost connection to the system immediately after a call came in. Remove the Ethernet cord from the jack, then re-insert it into the wall jack. Wait a few seconds. If the telephone continues to ring, disconnect the electrical power for your telephone, and then plug it back in.

***The display panel shows "Wait for NCP":*** Your telephone may be disconnected from the system. Hang up your telephone and wait a few seconds. Then pick up the handset. If the message still appears on your display panel contact your administrator.

## **TELEPHONE SET PROBLEMS, CONT'D.**

***I dial an external call but nothing happens:*** You may be required to enter an account code to complete the call.

### ***IP PHONE SPECIFIC PROBLEMS:***

If your phone is dead, confirm that the ethernet switch is connected to the network and functioning properly. Remember also that IP phones require electrical power – is your phone receiving power?

***After all of this troubleshooting does the phone still not work?*** Trade out the troublesome phone and line cord to the wall jack with another identical set. Did that resolve the problem? If not, then the problem is in the system or the cabling, not the phone.

## **VOICE MAIL PROBLEMS**

***My password no longer works:*** The systems can be set up to require passwords changes every XX days for security purposes. Listen carefully to the prompts when you call in to voice mail – they may include instructions on changing your password.

***I'm locked out of my voice mail:*** Many voice mail systems have a “lock out” feature that will lock out any attempt to access it after xx unsuccessful password attempts have been made. The system administrator can re-set your password.

***When callers reach our automated attendant and dial zero they go into voice mail:*** The most frequent cause of this problem is that the phone designated as the “zero out” phone is not being answered.

***I can't add a new voice mailbox:*** You must have a license for each mailbox. Possibly you've run out of available licenses.

***I can not leave messages on my voice mail:*** Your mailbox may be full. Log in to your voice mailbox and delete some messages.

***My telephone is not forwarding my incoming calls to my voice mailbox:*** Call Forward Default, verify that you have selected Forward to Voice Mail as your call coverage point.