

Quick Fix Trouble Shooting

*Basic Voice Mail Instructions

1. From your desk dial 6953. Then enter your code which should be the default at this time. The default code is 1,2,3,4.
2. Just follow the prompt. If the system ask you a question, Press 1 for yes and 2 for no.
3. To delete a voice mail without listening to the entire message press 36.
4. Calling from another phone on campus dial 6953, Then #9, your ext, then your code.

Calling voice mail from home dial 954-201-6953, the #9, your ext, then your code. If you have any other questions you can submit a helpdesk request or E-mail me at aatkins@broward.edu

*No Dial Tone

If you have no dial tone. But the button on your line is green, Your HSET (Headset Button) may be on. To turn the HSET button off, Look for HSET on your display. If it has an * next to it, it is turned on. Press the button beneath HSET. The display will say "Canceled Headset" and your dial tone will return to the handset.

*Telephone goes directly to voice mail

If your phone goes directly to voice mail when you have a incoming call, There are three things you can check.

- **Your DND (Do Not Disturb) Button may be on.** If the DND on your display has an * next to it, that means the DND is on. Pressing the button beneath DND will turn it off.
- **Your HSET button is on.** Refer back to the No Dial Tone trouble shooting.
- **Your phone may be forwarded to voice mail.** To correct this. Left your handset to hear the dial tone. Press # 2. The display should say " Forward Canceled" which will correct the problem.

*The IP Phone is asking for you to Log in.

- During start up the LCD displays the login screen.
- Enter the Ext at the "LOGIN:" prompt.
- Press the **Set** Key (Soft Key).
- Enter the 12345 at the "PASSWD:" prompt.
- Press the **OK** Key (Soft Key). The time and date appear on the LCD.