



Connecting business to the future.....

HPBX Basic Troubleshooting Tips

When troubleshooting problems try to get an accurate picture. Some starting questions to ask:

- Is it happening on all phones or just one or a few?
- Is it on incoming calls, outgoing calls, internal calls, or all?
- Can I dial internally between extensions?
- Can I retrieve voicemails?
- What happens if I plug the affected phone into a jack of a phone that is working?
- Does Auto attendant pick up on incoming calls? Should it be live answer?
- Call quality issues always track: Time of day, caller ID incoming or outgoing. This will help our support find that exact call

Basic Categories

- Phones are down
- Call quality issues
- Programming Issues
- Network and IT Hardware issues

Phones are down-Typical scenarios

- Display is dead
- Extension number is greyed out
- Display says Invalid Account
- Display says No Service
- Cannot get an IP Address (Hit the OK button)

Possible Fixes

- Reboot phone(s) Unplug phone cord and power supply if applicable. This is the cord that is plugged into the back of your phone into the *INTERENT* jack.
- Check to see if you have Internet access. Bring up a web page on your computer. (Google, YouTube, etc.). If no internet, please call your internet provider.
- Reboot the modem of your internet provider (Spectrum, AT&T. etc.). Unplug the power cord for 30 seconds and plug back in.

Call Quality Issues – These are typically related to poor or insufficient Internet service and Router/Firewalls not properly programmed

- Echo
- Broken Speech/Dropped calls
- Sounds like in a tunnel
- One way audio

Possible Fixes

- Reboot phone(s) Unplug phone cord and power supply if applicable. This is the cord that is plugged into the back of your phone into the *INTERENT* jack.
- Check to see if you have Internet access. Bring up a web page on your computer. (Google, YouTube, etc.). If no internet, please call your internet provider.
- Reboot the modem of your internet provider (Spectrum, AT&T. etc.). Unplug the power cord for 30 seconds and plug back in.
- Call your Internet provider and make sure they have the **SIP ALG** and **H225** protocols turned OFF.
- Replace phone cord to wall jack, handset and/or curly cord.

Programming Issues

- Phone is not ringing when/where it is supposed to
- Auto Attendant is not picking up when it is supposed to

Possible Fixes

- Check to see if your Do Not Disturb is turned OFF.
- Check to see if your volume button is turned all the way down (Off).
- Reboot phone(s) Unplug phone cord and power supply if applicable. This is the cord that is plugged into the back of your phone into the *INTERENT* jack.
- Check to see if you have Internet access. Bring up a web page on your computer. (Google, YouTube, etc.). If no internet, please call your internet provider.
- Reboot the modem of your internet provider (Spectrum, AT&T. etc.). Unplug the power cord for 30 seconds and plug back in.

Network and IT Hardware Items/Providers

- Backend Phone Server-D&S Technologies custom private labeled provider. Located in secure datacenter in Philadelphia, PA
- Internet Provider-Spectrum, AT&T, Earthlink etc.
- Internet provider modem-Arris, Ubee, Motorola, etc.
- On premise Router/Firewall-Cisco, Sonicwall, Peplink, etc.
- On Premise computer switch-Cisco, Dell, Netgear, etc
- Data wiring/Patch panel/Jack
- Patch Cords
- VoIP Telephone-Yealink, Polycom, etc.

Possible Fixes

- First step is to always see if you have internet access. (See above)
- Run a speed test at www.speedtest.net if slow than call provider.
- Call your Internet provider and make sure they have the **SIP ALG** and **H225** protocols turned OFF.
- Check your Router/Firewall settings-Basic VoIP Router requirements document on www.dstech1.com website
- Reboot phone(s) Unplug phone cord and power supply if applicable. This is the cord that is plugged into the back of your phone into the *INTERENT* jack.
- Replace phone cord to wall jack, handset and/or curly cord.

These are the most common causes of issues with Hosted/Cloud base telephone systems. If you are unable to fix your issues, please call our office so that we may assist you in getting your business back working 100%

Questions

D&S Technologies

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www.dstech1.com