

## Troubleshooting Guide CISCO 9971

Issue	Resolutions
I am not receiving calls	Check phone has not been forwarded from the handset. If it has been forwarded, the 'soft key' on the bottom left of the telephone screen will say 'Forward Off'
	Check Forward All has not been selected in the Self Care Portal. Refer to the My Phone Self Care Portal user guide.
	Check if phone has been set to Do Not Disturb. Refer to the My Phone Self Care Portal user guide.
I can't transfer a call	The way to transfer a call has changed. You will need to answer the call, press the Transfer button, dial the number, press Transfer button again. Please refer to the Telephone Guide for more details.
Call Pickup is not working	Are you using the 'Pickup' soft key on the telephone screen? Contact Service Desk on 12345 option 3 to request a call pick-up group setup or change.
My Headset won't work	Have you been provided with a new headset or cord since receiving your new phone? Contact Service Desk on 12345 option 3 to request a call pick-up group setup or change.
My Voicemail is not working	Are you calling the new voicemail system by clicking the voicemail key (envelope symbol) on the telephone?
	Have you set up your new voicemail? Please refer to the Voicemail user guide to set up Voicemail.
	Have you set your phone to divert to Voicemail? Refer to the My Phone Self Care Portal user guide.
My speed dial numbers don't work	Are you trying to dial the number using the key pad? E.g. dial 4 and then lift handset to connect. Yes - Speed dial buttons appear on the left hand side of the phone screen. Press the corresponding button to dial. No – Check the speed dials have been set correctly in the Self Care Portal. Refer to the My Phone Self Care Portal user guide for how to do this.
My video camera isn't working	Are you using it with your phone or your PC? The camera will only work with your phone calls, not

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	Skype or other web based video applications. Do you have the shutter closed? To open it twist the shutter.
Why can't I call a number in my Personal Directory?	Is a number displaying on the screen? Yes – check the number is correct No – there is no number listed for the contact. You can update this in the Self Care Portal.
Why can't I find someone in the Flinders Directory?	They are not listed in the Flinders Staff Directory and will need to request to be added. Please call the Service Desk on 12345, option 3.
I can't access the Self Care Portal	Are you using a shared phone? Yes – they do not have access to the portal from Shared phones. If required, a request would need to be raised. No – please call the Service Desk on 12345, option 3.
My name isn't correctly displayed	Please call the Service Desk on 12345, option 3.
I can't log into the MyPhone Self Care Portal	Is your name displayed on the phone? If Yes - Please call the Service Desk on 12345, option 3.