TSC Troubleshooting Steps
Revision Date: Thursday, July 11, 2013

Verify phone is plugged into an RJ 45 wall jack & power outlet (even if it is a POE phone) that are known to be working. NOTE – do not permanently leave POE phone plugged into power outlet.

- YES
  - Is this a business service user?
  - NO
  - Is service restored?
  - YES
    - Record issue & Close Ticket
  - NO
    - Refer user to ITS Voice (512-471-5711 opt. 1) Services for support

- NO
  - Is service restored?
  - YES
    - Record issue & Close Ticket
  - NO
    - Replace phone with known, working phone and place test call

- YES
  - Is the phone's display on / is dial tone present?
  - NO
    - Reboot Phone
  - YES
    - Record issue & Close Ticket

- NO
  - In the data closet, verify the phone is patched into a network switch running the Voice VLAN

- YES
  - Is service restored?
  - YES
    - Record issue & Close Ticket
  - NO
    - Escalate issue to ITS Voice Services (512-471-5711 opt. 1). Note - there is a cost associated with this service

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- YES
  - Verify the link light on the network switch is on in the data closet

- NO
  - Replace existing patch cable from the patch panel or 110 block to the switch

- YES
  - Is service restored?

- NO
  - Is service restored?
  - YES
    - Record issue & Close Ticket
  - NO
    - Reboot Phone

- YES
  - Is ping successful?
  - YES
    - Record issue & Close Ticket
  - NO
    - Escalate issue to ITS Voice Services (512-471-5711 opt. 1). Note - there is a cost associated with this service

Note 1:
Avaya 1100 Series:
SIP Software for Avaya 1100 Series IP Deskphones- Administration
Polycom SoundPoint:
Administrator’s Guide for the Polycom® SoundPoint® IP/SoundStation® IP/ VVX™ Family (Polycom SoundPoint cannot ping from the phone but can be pinged from another device)