Common Phone Problems

Topics:

- Can't identify my phone number
- Phone set doesn't ring
- Message light won't turn off
- Speaker light is blinking

Can't identify my phone number

To identify or confirm a phone number, call x3100 or x8585 during normal business hours (after hours, call x3311) and ask the attendant to identify the phone number showing on their phone display. If the attendant reports two different sets of four digit numbers are displaying, the first set is the voice mailbox and the second set is the phone number.

Phone set doesn't ring

If your phone doesn't ring when called, try adjusting the volume control to the middle of its range. Wall phones have a manual lever located on the top or side of the set.

After adjusting the volume, obtain a dial tone and press # 2 2, then hang up. Obtain another dial tone and press # 3 3.

Since the phone set may be mislabeled, confirm you have the correct number by following the instructions above.

Message light won't turn off

If the message light doesn't go out after you have listened to all messages, wait 15 minutes to see if the system resets itself automatically. If this doesn't happen, submit a Telephone Service Request Form to have the light reset manually.

Speaker light is blinking

Staff phone sets need to have the speaker phone reset periodically or if the set has ever lost its connection. If the light next to the speaker button is flashing, press the blue shift button once and then the speaker button. You'll hear a series of tones while the set optimizes the speakerphone for the specific acoustics of your office.

Need more help?

Submit a Telephone Service Request Form. We usually respond within one business day.