



FAQs and Troubleshooting

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Frequently Asked Questions

- Q.** When I put a call on hold by pushing the Hold button, why doesn't pushing the button again resume the call?
- A.** The **Hold** button is used only to put a call on hold. To resume a call, press the **Line** button.
- Q.** How do I access a feature using the Feature button?
- A.** You need to press the **Feature** button followed by the number that is set up for the feature you are trying to access. The number must be pressed within five seconds of pressing the **Feature** button.
- Q.** Why does my phone not work ("wake up"), when it worked before?
- A.** If your system administrator has set up your phone for EnergyWise, the phone may be sleeping (powered down). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.
- Q.** My phone played the ringtone four times in succession, but there is no call. What does this mean?
- A.** The phone is notifying you that your phone will power down (sleep) soon to conserve energy (the EnergyWise feature). Your system administrator sets your phone to sleep at a certain time and wake (power up) at a certain time. Your phone will wake up at the time set by your system administrator. See your system administrator to have the sleep and wake up times changed.
- Q.** What do I do if message indicator prompts your phone to display flashing red light?
- A.** Your phone firmware has identified an internal error. Try unplugging the phone from the power source, wait one minute, and then plug the phone back in. If the message indicator still flashes red light, contact your system administrator.

Troubleshooting Tips

The following sections describe common issues and solutions.

Conference

Conference Button Is Unresponsive

You have set up a conference call and the Conference button is unresponsive.

Possible Cause

You have reached the maximum number of conference participants.

Solution

Ask one of the participants to drop, or drop a conference participant.

Meet Me Conference Busy Tone

You hear a busy tone after dialing into a Meet Me conference.

Possible Cause

The conference host has not yet joined the conference.

Solution

Try calling back again.

Cannot Access the Self Care Portal

Problem

You can't access your Self Care Portal.

Possible Cause

Your password must be reset or your administrator may have changed your access to the pages.

Solution

Contact your administrator.