Troubleshooting

General troubleshooting information

General issues

The following table provides general troubleshooting information.

Table 1: General troubleshooting tips

Problem	Solution
You're not in a call and the phone goes black and displays the message: **Close proximity detected**.	Your phone has a proximity sensor at the top right. When this sensor is blocked, the phone screen is black. The sensor is normally blocked by the face when the earpiece is used to listen to a caller. If you're not in a call and you see the message: **Close proximity detected**. The sensor may be covered with a finger or paper or something else that blocks light. If there's no apparent blockage, clean the area of the sensor.
While using a standard headset, you experience a scratchy or intermittent signal.	The headset connector may be dirty. If available, blow canned air into the connector to clear debris. Always point canned air orientation at glancing angles away from your face and eyes and always wear safety goggles or glasses when performing this procedure. Do not use air compressors on the connectors, since they apply too much force.
Third Party Application Conflicts	Third party application interference can be eliminated by factory reset and reregistration of a problematic phone. For more details about the factory reset, see Restoring Factory Defaults in the Cisco Wireless Phone 840 and 860 Deployment Guide.

Visual voicemail issues

The following table provides general troubleshooting information that is related to issues with Visual Voicemail.

Table 2: Visual voicemail troubleshooting tips

Problem	Solution
`Unauthorized` message appears in the Enter Unity Web Credentials dialog box after the user enters their credentials and selects the Login option.	Validate that the: • User enters the same Username as the Alias field (including case) on the User's Mailbox in the Cisco Unity Connection voice messaging system. • User uses the Web Application password, not the Voicemail pin. • Password Settings for the User's Web Application Password don't have the User Must Change Password at Next Sign-In check box selected.
When the user navigates to the Voicemail tab of the Cisco Phone app, a brief toast notification appears, which states `Voicemail connection error. Unable to connect` along with an error message `Voicemail Authentication failed! Unable to connect to voicemail. Please contact your administrator.` Also, you know that visual voicemail is not working on other devices at the same site.	Validate that the Cisco Unity Connection server's tomcat-trust certificate has been imported into the Cisco Unified Communications Manager's trust store and the Tomcat service has been restarted since the import occurred.
`Voicemail connection error. Unable to connect.` toast notification appears on the screen when the user navigates to the Voicemail tab of the Cisco Phone app.	Visual voicemail is unable to connect to the Cisco Unity Connection server. Investigate potential connectivity issues between the user's phone and the server.
`This feature has been disabled by your administrator` appears when the user navigates to the Voicemail tab of the Cisco Phone app.	Enable visual voicemail from the Phone Configuration page in Cisco Unified Communications Manager. This error appears only if visual voicemail was enabled previously, and then disabled.

Details available on the phone

You can see some status and details about the phone in the Cisco apps.

This information helps you troubleshoot problems when you are in the same location as your user.

View phone information

The **About phone** setting displays information such as the **Device name**, **Model & hardware**, **Android version**, **Wi-Fi MAC address**, **Bluetooth address**, and **Build number**.

Note To access the **Settings** app from any screen, swipe down on the status bar at the top of the screen and tap the **Settings** ✿ gear icon.

Note You can also access the **Settings** app in the launcher screen. Swipe up to open the launcher.

Procedure

Step 1 Access the **Settings** ⚙ app.

Step 2 Tap **About phone**.

Access phone status and device information

The **Cisco phone status** and **Device information** menus provide information about the device and the connections between the phone and the call control system.

Procedure

Step 1 Access the **Cisco Phone** 📞 app.

Step 2 Choose one of the following based on your phone's software version:

- For release 1.2(0), tap the **Overflow** ⋮ menu.
- For release 1.3(0) or later, tap the **Drawer** ☰ menu.

Step 3 Tap **Cisco phone status**.

Step 4 Tap **Device information**.

Access the About option for a Cisco app

The **About** menu option provides information about the app itself, including the version number. You might need to provide this information to the administrator from time to time.

Procedure

Step 1 Tap the desired app.

Step 2 Choose one of the following based on your phone's software version:

- For release 1.2(0), tap the **Overflow** ⋮ menu.
- For release 1.3(0) or later, tap the **Drawer** ☰ menu.

Step 3   Tap **About**.

Exit and reenter the Smart Launcher on the phone

When troubleshooting issues on a phone with a Cisco Wireless Phone Configuration Management tool Smart Launcher, you can exit the Smart Launcher to access settings and apps outside of the Smart Launcher.

Before you begin

Get the updated **Local Phone Unlock Password**. The default password to exit the Smart Launcher is **#. Make sure to change this password so you can't exit the Smart Launcher and access more settings or apps.

Procedure

Step 1   To exit the launcher, tap the **Overflow** ••• menu, then tap **Exit Launcher**, and enter the **Local Phone Unlock Password**.

Step 2   To reenter the launcher, swipe up to access more apps, and tap the **Smart Launcher** 🏠 app.

Note: You can also restart the phone to automatically open the Smart Launcher.

Capture a screenshot on the phone

When troubleshooting, it may be helpful to have a screenshot of the phone.

Note   An alternate way to capture a screenshot on the phone is to press the **Power** and **Volume down** buttons at the same time.

Procedure

Step 1   Press and hold the **Power** button.

Step 2   Tap **Screenshot**.
A notification briefly pops to the foreground and then appears in the notification drawer.

Step 3   Tap the notification to **Share**, **Edit**, or **Delete** the screenshot.

Note   Unless you delete a screenshot, you can also locate it in the **Files** 🔵 app, if available.

Problem report log bundles

If a user experiences a problem with their phone, they may generate a problem report on the phone and send you the log bundle, or you may need to generate a problem report or retrieve the log bundle yourself.

Generate a problem report and log bundle

You generate a problem report and log bundle in the phone.

It may take several minutes to generate the problem report and log bundle. When you tap **Report Problem**, a notification pops to the foreground and then appears in the notification drawer. You know that the report is complete when the phone vibrates twice and the notification disappears.

For release 1.9(0) or later, when you tap **Report Problem**, a screen appears and allows you to report a specific issue type before a notification pops up.

Note   For release 1.9(0) or later, the log bundle that is generated also includes a configuration .zip file which contains the configuration for each application in .txt file format.

Procedure

Step 1   Access the **Cisco Phone** app.

Step 2   Choose one of the following based on your phone's software version:

- For release 1.2(0), tap the **Overflow** ⋮ menu.
- For release 1.3(0) or later, tap the **Drawer** ☰ menu.

Step 3   Choose one of the following based on your phone's software version:

- For release 1.2(0), select **Settings** > **Phone information** > **Report problem**.
- For release 1.3(0), tap **Report problem**.
- For release 1.9(0), tap **Report problem**.

Step 4   For release 1.9(0), perform the following actions:
a)   Select one of the following issue types:

- Telephony call (dropper, other)
- Audio quality
- Battery
- Other

b)   Enter the user comment. (Optional)

    c)   Select the date and time of the issue ocurred.

    d)   Tap **Submit**.

Retrieve problem report log bundles

Log bundles include the phone's MAC address, a timestamp, and the string **LogBundle** in the filename.

Before you begin

Get a detailed description and approximate time of the issue from the phone user.

To retrieve log bundles from the phone, you must first enable **Web Access** through the Cisco Unified Communications Manager Vendor Specific Option.

To retrieve log bundles from a problem report upload URL server, you must first define the problem report upload URL in the phone's Cisco Unified Communications Manager Vendor Specific Configuration Layout fields.

Note   The problem report upload URL server must support file uploads using php.

Procedure

Choose one of these options:

- Download, or ask the user to download the log bundle from the phone web browser **Device Logs** tab.

    Note   The log bundles appear at the bottom of the page.

- Locate the log bundle on the problem report upload URL server.

    Note   To locate the file, it may help to search by MAC address or the string **LogBundle**.