



# Troubleshooting

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## General troubleshooting

### General troubleshooting

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: <b>Close proximity detected</b> .	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: <b>Close proximity detected</b> . 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 <a href="#">Cisco Wireless Phone 840 and 860 Deployment Guide</a> .

## Find call server registration information

The **Cisco Phone status** screen gives you call server registration information. Your administrator may ask you for this information when you call for support.

### Procedure

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- 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**.
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## 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.

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### Procedure

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- 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.

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## Create a problem report from the phone

If you experience a problem with your phone, you can create a bundle of log reports that can help the administrator troubleshoot the issue. It may take several minutes to generate the problem report and log files. You'll know that the report is complete when the phone vibrates twice.



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**Note** If your phone's web browser is enabled, you can download the log bundle files to give to the administrator.

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### Procedure

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- 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) or later, tap **Report problem**.
- Step 4** After the phone vibrates twice, contact your administrator to provide a description of the issue and approximate time.
- Step 5** If your phone's web browser is enabled, download the log bundle from the **Device Logs** tab to provide to the administrator.
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