



# Troubleshooting

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## General Troubleshooting

This section provides information to help you troubleshoot general problems with the conference station. For more information, see your system administrator.

| Symptom   | Explanation   |
|---|---|
| You cannot hear a dial tone or complete a call.   | One or more of the following factors might apply: <ul style="list-style-type: none"><li>• You must log into the Cisco Extension Mobility Service.</li><li>• The conference station has time-of-day restrictions that prevent you from using some features during certain hours of the day.</li></ul>  |
| A conference station button is unresponsive.      | Your system administrator may have disabled the button on the conference station.   |
| The softkey that you want to use does not appear. | One or more of the following factors might apply: <ul style="list-style-type: none"><li>• You must change the line state (for example, go off-hook or have a connected call).</li><li>• You must press More to reveal additional softkeys.</li><li>• The conference station is not configured to support the feature associated with that softkey. Contact your administrator for more information.</li></ul> |

| Symptom   | Explanation  |
|---|--|
| Barge fails and results in a fast busy tone.                  | One or more of the following factors might apply: <ul style="list-style-type: none"> <li>You cannot barge an encrypted call if the conference station you are using is not configured for encryption. When your barge attempt fails for this reason, the conference station plays a fast busy tone.</li> <li>You have toggled on the Privacy softkey.</li> </ul> |
| You are disconnected from a call that you joined using Barge. | You will be disconnected from a call that you have joined using Barge if the call is put on hold, transferred, or turned into a conference call.   |
| Cisco CallBack fails.   | The other party might have call forwarding enabled.  |

## Phone Administration Data

Your system administrator might ask you to access administration data on the conference station for troubleshooting purposes.

| If You Are Asked To...            | Then...  |
|-----------------------------------|--|
| Access network configuration data | Choose <b>Apps &gt; Admin Settings &gt; Network Configuration</b> , and then navigate to the item that you want to view. |
| Access status data                | Choose <b>Apps &gt; Admin Settings &gt; Status</b> , and then navigate to the item that you want to view.                |
| Access model information          | Choose <b>Apps &gt; Admin Settings &gt; Phone Information</b> , and then navigate to the item that you want to view.     |

## Quality Reporting Tool

Your system administrator may temporarily configure the conference station with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press QRT to submit information to your system administrator. Depending on your configuration, use the QRT to:

- Immediately report an audio problem on a current call.
- Select a general problem from a list of categories and choose reason codes.