

Troubleshooting Your Phone

This section provides troubleshooting information for your Cisco Unified IP Phone.

General Troubleshooting

This section provides information to help you troubleshoot general problems with your phone. 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 may apply: • You must log into the Extension Mobility service. • You must enter a client matter code (CMC) or forced authorization code (FAC) after dialing a number. • Your phone has time-of-day restrictions that prevent you from using some features during certain hours of the day.
Settings is unavailable in the Application menu.	Your system administrator may have disabled Settings on your phone.
The softkey that you want to use does not appear	One or more of the following factors may apply: • You must press more to reveal additional softkeys. • You must change the line state (for example, go off-hook or have a connected call). • Your phone is not configured to support the feature associated with that softkey.
Cisco CallBack fails	The other party may have call forwarding enabled.
The phone shows an error message when you attempt to set up Call Forward All	Your phone may reject your attempt to set up Call Forward All directly on the phone if the target number that you enter would create a Call Forward All loop or would exceed the maximum number of links permitted in a Call Forward All chain (also known as a maximum hop count). Ask your system administrator for details.

Viewing Phone Administration Data

Your system administrator may ask you to access administration data on your phone for troubleshooting purposes.

If you are asked to...	Then...
Access network configuration data	Choose  () > Settings > Network Configuration and select the network configuration item that you want to view.
Access status data	Choose  () > Settings > Status and select the status item that you want to view.
Access phone model information	Choose  () > Settings > Model Information .
Access phone call and voice quality information	Choose  () > Settings > Status > Call Statistics .

Using the Quality Reporting Tool

Your system administrator may configure your phone temporarily with the Quality Reporting Tool (QRT) to troubleshoot performance problems. You can press **QRT** to submit information to your system administrator. Depending on 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