

## **Troubleshooting your Alcatel IP-Phone**

The first thing to do when trying to troubleshoot any problems with your phone is to identify what phone type you have. Looking at the “BOTTOM RIGHT HAND” corner of your phone you will find the phone type written there, it is either

1. Easy Reflexes or
2. Premium Reflexes or
3. Advanced Reflexes.

If your phone does not show anything on the LCD (Display) it probably has no power. Make sure it is plugged up and there is power at the outlet.

There may be a time when your phone goes down and starts to recycle. It may get stuck at “Phase 1” through “Phase 5”; at this you point may need to confirm if your phone is connected to the network or if it is then you need to reboot the phone.

### **Network Connection**

To find out if your phone is connected to the network,

#### **Easy Reflexes**

Locate the IP-Enabler (which is the little black box that your phone is plugged into). Then look at the back of this box, you will see at least two cables plugged up to your phone; one network cable and one power cord and some lights flashing. Confirm that the power cord is plugged up to the power port (the only port sitting at an end all by itself, it is round in shape) and the network cable is plugged to the network port (the second port from its end, marked “LAN” of the two ports on the other side of the power port. The first port is marked “PC”). Also confirm that the network cable is plugged to the network jack on the wall or wherever it is mounted to in your office.

Depending on the type of enabler you have, you should see either three (3) lights or five (lights). If you see three lights, confirm that the middle (marked “LAN”) light is on or if you see five lights, confirm that the third (3<sup>rd</sup>) and fourth (4<sup>th</sup>) lights (with the word “LAN” in between them at their top) are on and flashing one should be “RED” and constantly on and the other should be “GREEN” and flashing.

If everything is working as explained, then your phone is connected to the network otherwise call 979-1069 to report loss of network connection.

#### **Premium and Advanced Reflexes**

The IP-Enabler is the device that the cables and power cords are plugged into at the back of the phone. Look at the back of this device you will see at least two cables plugged up to your phone; one network cable and one power cord and some lights flashing. Confirm that the power cord is plugged up to the power port (the only port sitting at an end all by itself, it is round in shape) and the network cable is plugged to the network port (the second port from its end, marked “LAN” of the two ports on the other side of the power

port. The first port is marked “PC”). Also confirm that the network cable is plugged to the network jack on the wall or wherever it is mounted to in your office.

You should see some lights flashing. Depending on the type of enabler you have, you should see either three (3) lights or five (lights). If you see three lights, confirm that the middle (marked “LAN”) light is on or if you see five lights, confirm that the third (3<sup>rd</sup>) and fourth (4<sup>th</sup>) lights (with the word “LAN” in between them at their top) are on and flashing one should be “RED” and constantly on and the other should be “GREEN” and flashing.

If everything is working as explained, then your phone is connected to the network otherwise call 2069 or 2005 to report loss of network connection.

If you have network connection then reboot your phone.

### **Reboot your phone.**

### **Easy Reflexes.**

Locate the power supply cord plugged to the IP-Enabler, unplug it, let a time of about thirty (30) seconds to elapse and plug the power back up.

### **Premium and Advanced Reflexes**

Look behind the phone where all the cables are plugged, locate the power cord, unplug it, let a time of about thirty (30) seconds to elapse and plug the power back up.

If you have network connection and you have rebooted the phone, it should come back up properly. However, if it still does not come back up showing the date and time, please use another phone and call IT support helpdesk at 2069 or 2005

---