

Cisco Phone Troubleshooting

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PROBLEM: No Power

Picture of the problem:



Potential Causes:

- Phone isn't properly connected to the phone's left-most port
- Wall jack has been error-disabled on the switch-side
- Midspan is unplugged
- Wall jack is not activated

Resolutions:

- Connect the phone properly to its left-most port (*check last page for example*)
- Potentially try another wall jack in the office
- If the wall jack hasn't worked recently, open a ticket: **Activate/Install Data Port**
 - <https://www.montana.edu/uit/telephone/tnsr-form/index.html>
- If the wall jack has worked recently, open a ticket
 - <https://www.montana.edu/uit/telephone/problem-report-form-helpdesk.html>

Information Needed:

- Building
- Room
- Wall jack number
- MAC address of the phone (*check last page for example/instructions*)
- Index #
- Keep the phone plugged in.

PROBLEM: "Verify your Network Connection"

Picture of the problem:



Potential Causes:

- VLAN assignment is not correct
 - Likely Data VLAN correctly assigned, but no voice VLAN assigned to the port.

Resolutions:

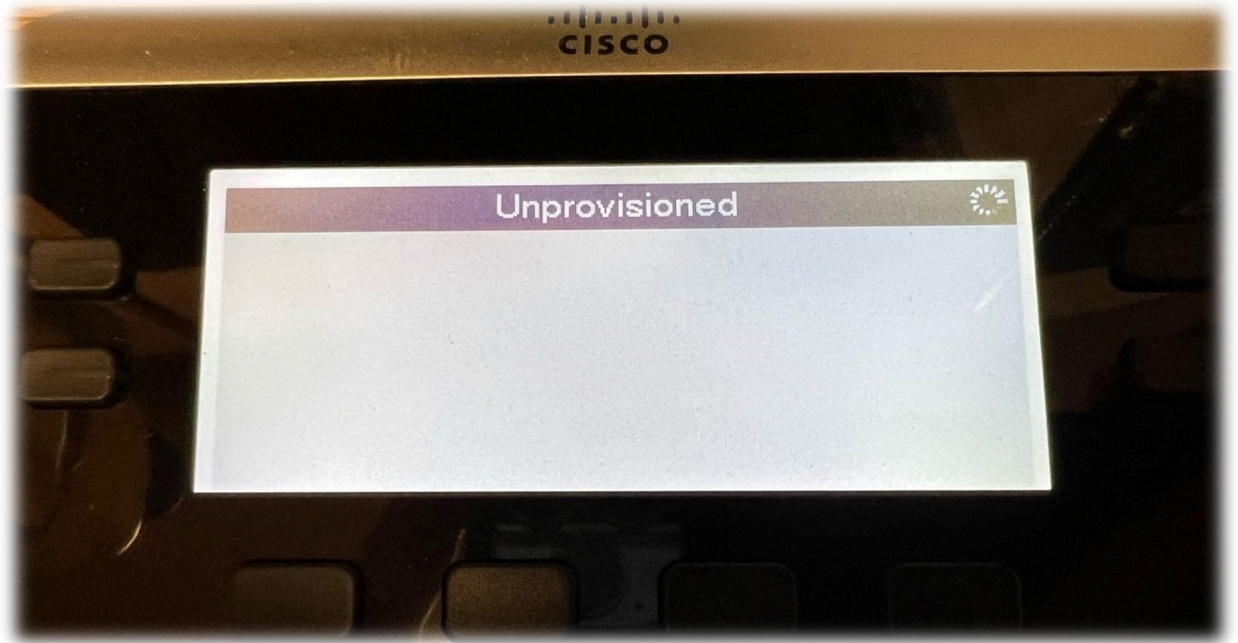
- Try another port in your office (other wall jacks may have appropriately assigned VLANs)
- If that doesn't work, open a ticket
 - <https://www.montana.edu/uit/telephone/problem-report-form-helpdesk.html>

Information Needed:

- Building
- Room
- Wall jack number
- MAC address of the phone (*check last page for example/instructions*)
- Index #
- Keep the phone plugged in
- Specify that you'd like the VLAN assignment of the port to be investigated; you require data and voice for your cisco VoIP phone.

PROBLEM: "Registration in Process" / "Unprovisioned"

Picture of the problem:



Potential Causes:

- Directory Number (DN) not assigned to the device (4-digit extension)

Resolutions:

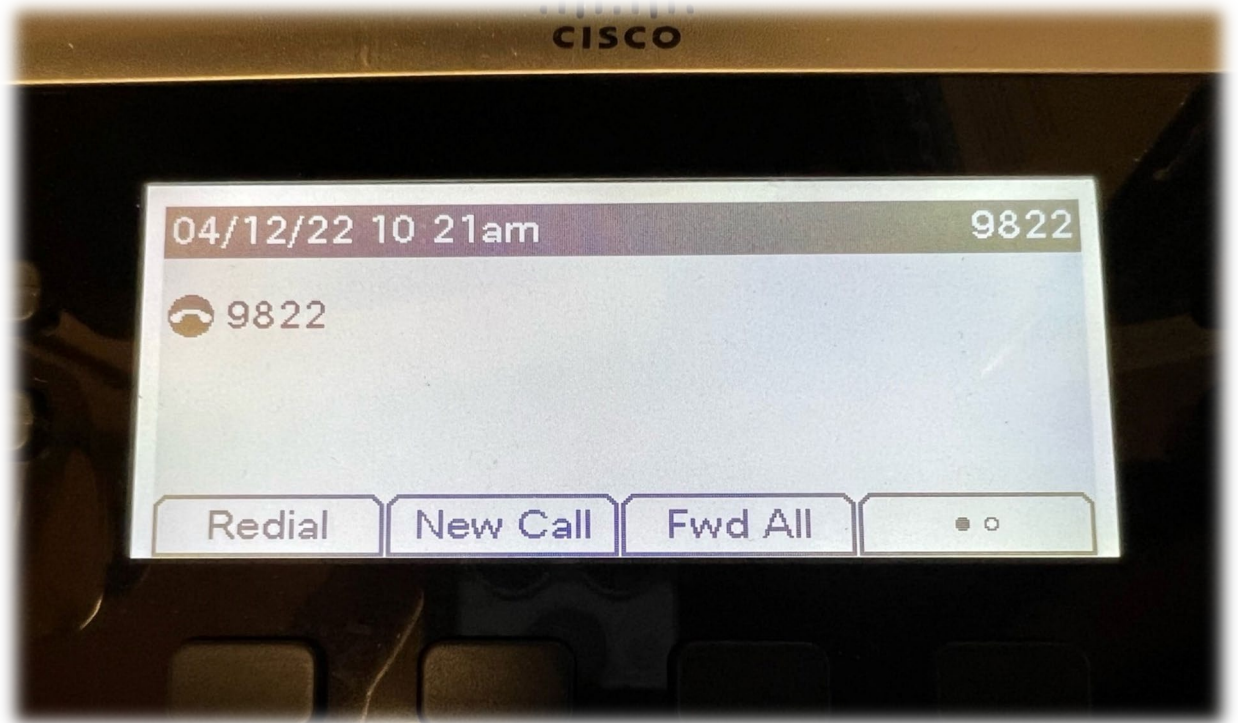
- Open a ticket for [New Phone Service](#)
 - <https://www.montana.edu/uit/telephone/tnsr-form/index.html>

Information Needed:

- Building
- Room
- Wall jack number
- MAC address of the phone
- Index #
- DN you'd like assigned (do you have unused DNs, or would you need a new DN?)
- Who's this for? Name of the phone user?
- NetID of the phone user?

PROBLEM: Phone display has a number between 9700-9900

Picture of the problem:



Potential Causes:

- The phone has not been registered properly - it has auto registered.

Resolutions:

- Open a ticket for **New Phone Service**
 - <https://www.montana.edu/uit/telephone/tnsr-form/index.html>

Information Needed:

- Building
- Room
- Wall jack number
- MAC address of the phone
- Index #
- DN you'd like assigned (do you have unused DNs, or would you need a new DN?)
- Who's this for? Name of the phone user?
- NetID of the phone user?

PROBLEM: Passthrough port not providing data connection

Please Note: using the passthrough port is not a recommended configuration – having a dedicated ethernet port for the computer, separate from the phone is ideal

Description of the problem:

The phone works perfectly, but the 2nd-most left port “passthrough port” is not providing internet connectivity.

Potential Causes:

- Verify the passthrough port is being used and properly seated (*check last page for example*).
- VLAN assignment is not correct
 - Likely needs Data VLAN assignment checked
- Ethernet adapter settings are not properly set on the computer
 - Submit a ticket to Embedded IT/Desktop Support

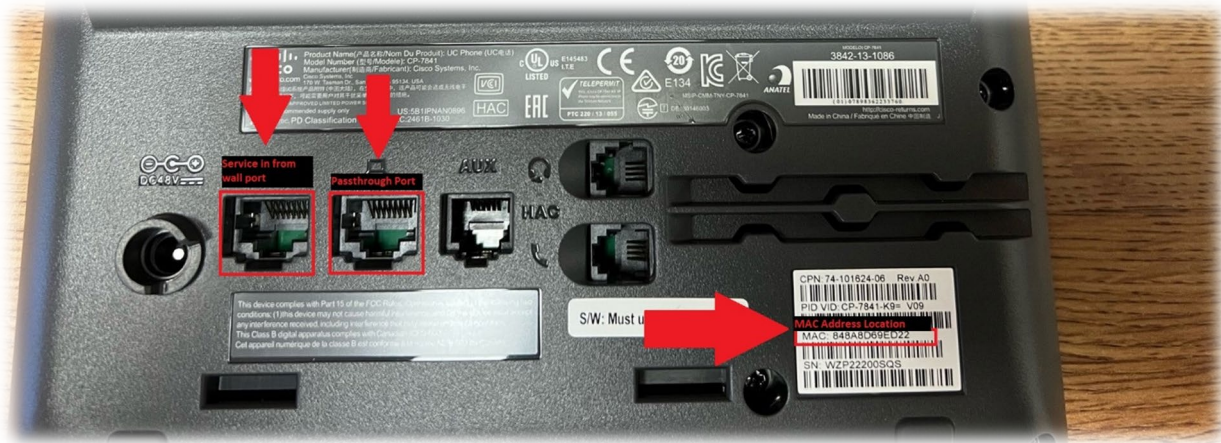
Resolutions:

- Try another port in your office for your data
- If that doesn't work (***and you are POSITIVE your ethernet adapter is properly configured***), open a ticket:
 - <https://www.montana.edu/uit/telephone/problem-report-form-helpdesk.html>

Information Needed:

- Building
- Room
- MAC address of the phone
- Index #
- Keep the phone plugged in
- Specify that you'd like the VLAN assignment of the port to be investigated

Picture of service in port (left most), passthrough port (second left-most port), and MAC address location:



Additional Troubleshooting steps:

- <https://www.montana.edu/uit/telephone/troubleshooting/index.html>

How-To:

- https://www.montana.edu/uit/telephone/howto/forward_phones.html

Basic Fee Prices:

- <https://www.montana.edu/uit/telephone/fees.html>

Cisco 7841 quick reference guide:

- https://www.montana.edu/uit/uc/documents/UC_phoneVoicemail_quickReference_edit20210922.pdf