

Troubleshooting Polycom & Linksys Phones

- **I don't know how to check my voice mail.**
 - Polycom: Hit the 'Messages' button on the phone. You will be prompted to enter your voicemail password and then press pound, or to set up your voicemail password if this is your first time to use the voicemail feature. Follow the instructions that the recording gives you to do either of these. If the messages button does not work, you can also dial your voicemail by dialing your own extension. Then follow the instructions provided by the recording. If neither of these options work, contact your service provider to have the voicemail box set up on your phone.
 - Linksys: Hit the button on the phone with a picture on it that looks like an envelope. If needed, enter your extension number and hit 'save'. Otherwise, follow the instructions given by the recording to get to your voice messages.
- **The screen on my phone is hard to read.**
 - Polycom: Hit the 'Menu' button then select 'Settings' and hit 'Select'. When 'Basic' is highlighted, hit 'Select'. Scroll to 'Contrast' and hit 'Select'. Use the 'Up' and 'Down' buttons to adjust the Contrast as needed. Hit the 'OK' button when finished. Hit the 'Exit' button three times to exit the menu.
 - Linksys: Hit the 'Menu' button that looks like a sheet of paper with the corner folded over. Then scroll to 'LCD Contrast'. Hit 'Select'. Use the left and right arrow keys to adjust the LCD Contrast. Hit 'Save' when you are finished. Hit 'Cancel' to return to the main screen.
- **The ringer volume on my phone is too loud or quiet.**
 - Polycom: Use the '+' and '-' buttons at the bottom of the phone to adjust the volume up or down.
 - Linksys: Use the '+' and '-' buttons at the bottom right of the phone to adjust the volume up or down.
- **I want to use a different ring tone than the other people in my office.**
 - Polycom: Hit the 'Menu' button then select 'Settings' and hit 'Select'. When 'Basic' is highlighted, hit 'Select'. Scroll to 'Ring Type' and hit 'Select'. Use the up and down arrow keys to scroll through the different ring tones. To hear a sample of a ring tone, hit the 'Play' button when the tone that you want to hear is selected. When you find the ring type that you like, hit the 'Select' button while it is highlighted. Hit the 'Exit' Button three times to exit the menu.
 - Linksys: Hit the 'Menu' button that looks like a sheet of paper with the corner folded over. Then scroll to 'Ring Tone'. Hit 'Select'. Select the extension for which you want to change the ring tone if you have a multi line phone. Hit the 'Change' button. Then select the ring tone that you

want to use. Hit the 'play' button at any time to sample a ring tone. Hit 'Select' once you decide on a ring tone. Hit 'Cancel' to return to the main menu.

- **I want to view call list on my phone.**
 - Polycom: Hit the 'Menu' button then select 'Features' and hit 'Select'. Highlight 'Call Lists' and then hit 'Select'. Scroll to and highlight the list that you want to view. Then hit 'Select'. Then use the up and down arrow keys to scroll through the list. If you want to clear the call list, highlight 'Clear' from the Call Lists menu and hit 'Select'. Then highlight the list you wish to clear and hit 'Select'.
 - Linksys: Hit the 'Menu' button that looks like a sheet of paper with the corner folded over. Scroll to 'Call History' and hit 'Select'. Select the call list that you want to view and hit 'Select'. To dial a number from a call list, select the number that you wish to dial and simply pick up the handset. The number will be dialed automatically.
- **I cannot make a call with my phone**
 - Polycom: Check to see that both cords are properly connected to the phone. Then check that the power cord is connected to the wall outlet, and the Ethernet cord is connected to a router. If you still cannot make a call, reboot the phone by unplugging the power cord and plugging it back in. If the problem continues, contact your service provider for more assistance.
 - Linksys: Check to see that both cords are properly connected to the phone. Then check that the power cord is connected to the wall outlet, and the Ethernet cord is connected to a router. If you still cannot make a call, reboot the phone by unplugging the power cord and plugging it back in. If the problem continues, contact your service provider for more assistance.
- **My phone is having problems that I don't know how to fix.**
 - Polycom: Reboot the phone by unplugging the power cord and plugging it back in. If the problem continues, contact Plexcom for more assistance.
 - Linksys: Reboot the phone by unplugging the power cord and plugging it back in. If the problem continues, contact Plexcom for more assistance.