

What is an incident report?

An incident report is a voice message that is automatically sent as an email to our technical support department along with a copy of the recent data logs from your phone system. We need to review these logs to solve most issues that can't be solved by some other solution such as rebooting, and the voice message is needed to know which calls in the data logs we should be looking at.

The logs show us every phone call on the system and each call can generate hundreds of pages of data, so it is very important that you provide a specific call example you want us to examine. In general, we need at least the following items of information to accurately locate the call:

1. Date/Time
2. Calling Party Number
3. Called Party Number

If you are unsure about any of these items, you can check your history tab.

How do I leave an incident report?

From the device experiencing the issue, dial 999 as soon as possible after the issue happens.

If you have not left a report recently, you may hear “the process is not currently active, we are trying to start it”. This is normal. Remain on the call until you hear “the process has been activated. We will be able to collect more information in the next report.” Your first call to 999 has activated the process in this case.

Call 999 again, and you will be connected to automated system that prompts you to “leave an incident report after the beep and press # when finished”. It is very important to press # when finished, otherwise the report may not be sent.

Users experiencing issues with mobile will also need to send us additional logs (see below).

How do I send additional logs from mobile?

1. Click on the setting (gears) icon in the lower right-hand corner.
2. Go to advanced.
3. Go to send (debug will need to be on).
4. You will be prompted to add details, then click done.
5. Your phone will then generate an email to send to tech support (you may need to choose which email app to use).
6. Send the email.