

## Loss of Power

**Symptom:** Phone screen is black and does not boot.

**Possible Cause:** Hardware issue or power source problem.

**Quick Fixes:**

- Test different devices on the same outlet (if using power adapter) or jack (if using PoE) as the non-working phone.
- If the issue follows the device, and other devices work in the bad phone's previous location, it may be a hardware problem and you should contact us for support.

## Loss of Internet

**Symptom:** Phone is not connected to your local network, preventing it from reaching the phone system.

**Possible Cause:** Unpatched internet jack or network setup issues preventing IP assignment.

**Quick Fixes:**

- Check if the phone has a local IP address. Depending on the phone model this can be done by navigating to menu > status or by pressing ok/check mark icon. You should see an IPV4 number there, something like 192.168.1.xxx
- Confirm internet connectivity through Google search/email. Check router/modem for lights.
- Contact your Internet Service Provider if services are down. **If using our Carrier Management Services, contact us.**
- Test different devices on the same ethernet jack as the non-working phone. If the issue follows the phone, and other devices work in the bad phone's previous location, it may be a hardware problem and you should contact us for support.

## Loss of Service

**Symptom:** Phone is powered on and gets a local IP address but cannot make or receive calls.

**Possible Cause:** Network protocol preventing phone system server communication.

**Quick Fix:** Contact us for reprogramming assistance and insight into potential connection blocking issues.