



VoIP Phone Troubleshooting & User FAQs

Residential Phone Service

Q: Why isn't my residential phone service working, but my internet is available

A: After you have confirmed that your home phone has power, please follow the steps in the 'Grandstream ATA Reboot Instructions' self-help document to complete a system reboot.

If rebooting the ATA device fails to correct the issue, and you have confirmed the cables are in the correct port, please contact the AVS Voice team by calling the Customer Support Representative, 888-282-4932, Option 4.

Business Phone Service

Q: How do I use the Yealink desk phone?

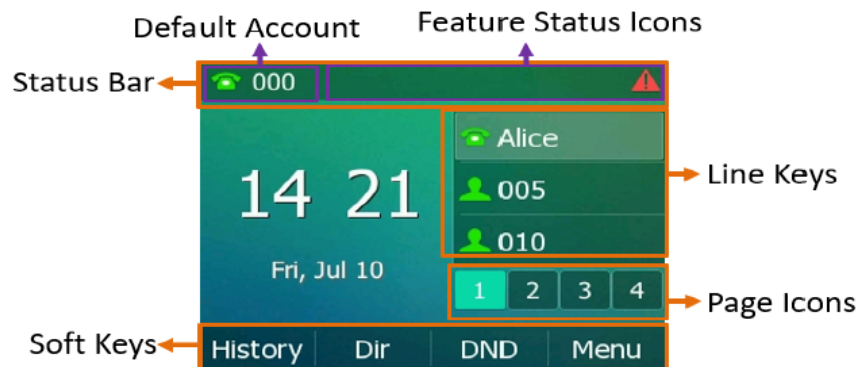
A: Please reference the 'Yealink Deskphone T33G Phone Instructions' self-help document.

Q: How do I use the Yealink cordless phone?

A: Please reference the 'Yealink Wireless Handset Features' self-help document.

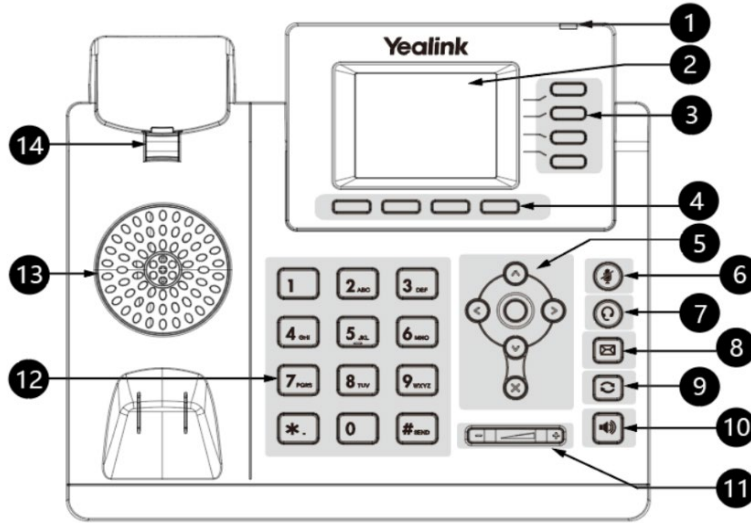
Q: What information does the desk phone screen display?

A: The idle screen is made up of the status bar, line keys, page icons and soft keys. The time and date are also displayed in the middle of the screen. The default account on the status bar is your extension – the feature status icons will vary, if you have selected the soft key DND, there will be a red circle with a line in the middle to indicate you have selected Do Not Disturb. The soft keys will vary depending on the phone's status – if the phone is idle, the soft keys will be different than when the phone is on a call. Soft keys allow you to do specific tasks. Depending on your custom VoIP configuration, page icons will allow you to move to additional 'pages' in the line keys.



Q: What are the buttons on the desk phone used for?

A: Depending on the custom set-up, the Line Keys on the desk phone are normally configured as “park” or “group hold” keys.



No.	Item	Description
1	Power LED Indicator	Indicates call status, message status and phone’s system status.
2	Phone Screen	Shows information about your phone, such as calls, messages, soft keys, time and date.
3	Line Keys	Access your phone lines and features.
4	Soft Keys	Access the function displayed on the screen above the soft keys. The soft keys change depending on what you are doing at the time.
5	Navigation Keys	Scroll through information or options displayed on the screen. Access History and Directory respectively. OK Key Confirms actions or answers incoming calls. Cancel Key Cancels actions or rejects incoming calls.
6	Mute Key	Toggles the microphone on or off.
7	Headset Key	Toggles the headset mode on or off.
8	Message Key	Accesses your voice messages.
9	Redial Key	Redials a previously dialed number.
10	Speakerphone Key	Toggles the speakerphone (hands-free) mode or not.
11	Volume Key	Adjust the volume of handset, headset, speaker.
12	Keypad Keys	Enter numbers, letters, and special characters. If a menu item has an index number, you can use the keypad key to select the item.
13	Speaker	Provides ringer and speakerphone audio output.
14	Reversible Tab	Secures the handset in the handset cradle when the phone is mounted vertically (wall mount)

Q Why is the top right button of my desk phone flashing red?

A: The Power LED indicator will flash indicating call status, message status and the phone's system status. Fast flashing red indicates the phone is ringing. Slowly flashing red indicates the phone received a missed call or voice mail message. Solid red, then off for 3 seconds, the phone has entered the power saving mode.

Q: How do I see the call history on the desk phone?

A: Press the History soft key when the phone is idle, use the directional keys to scroll through the list.

- Select an entry from the list, you can do the following:
Press the Send soft key to call the entry.
- Press the Delete soft key to delete the entry from the list.
- If you press the Option soft key, you can also do the following:
- Select Detail to view detailed information about the entry.
- Select Add to Contacts to add the entry to the local directory.
- Select Add to Blacklist to add the entry to the blacklist.

Q: Why are the buttons beside the display screen on the desk phone different colors?

A: Depending on the custom configuration, the most common colors for the buttons (Line Keys) along the right of the display screen

- Solid green: the line is in use
- Flash-flashing green: the line is receiving an incoming call.
- Slowly-flashing green: the call is on hold
- Solid red: There is a call parked on that line,
- Off: the line is inactive

Q: How do I access voicemail from my desk phone?

A: Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages:

- Press the "Message" button (envelope shape icon)
- Follow the voice prompts to listen to your voice messages.

You can also change your greeting and PIN by following the various prompts.

Q: How do I start/stop temporarily forwarding calls to another extension:

A: If you are on vacation or out of the office and want all your calls to be forwarded to another extension, complete the following.

- To start forward: Dial *72+Extension, then select the soft key "Call"
 - For example, to forward your calls to extension 1356, dial *721356, select "Call"
- To stop forward: Dial *73, then select the soft key "Call"

Q: How do I transfer a voicemail from one extension to another?

A: Follow these steps to forward a voicemail message from your phone to another extension.

- After you have listened to the voicemail, select 3.
- Select 1, leave your introductory message (this is optional), press #
- To confirm press 2
- Enter the destination extension
- Press 2 to confirm the recipient and send the message
- You can end the call, the message was sent

Q: How do I pick up a call from another ringing phone?

A: Contact the AVS VoIP team to request a speed dial key addition to the line keys on your phone to be able to monitor to pick up when another extension rings. Once this speed dial key is added to your phone:

- Press the speed dial key that is fast-flashing red to pick up the call for the monitored line.

Q: How to transfer calls to another extension?

You can transfer a call in the following ways:

- Blind Transfer
 - Press the Trans soft key during an active call.
 - Enter the number you want to transfer to.
 - Press the B Trans soft key.
- Semi-Attended Transfer
 - Press the Trans soft key during an active call.
 - Enter the number you want to transfer to, and press the Send soft key.
 - Press the Trans soft key when you hear the ring-back tone.
- Attended Transfer
 - Press the Trans soft key during an active call.
 - Enter the number you want to transfer to, and press the Send soft key.
 - 3. Press the Trans

Q: On my wireless handset, how do I "park" a call?

A: For all features of the Yealink Wireless Handset, please reference the *'Yealink Wireless Handset Features'* self-help document.

Q: How do I send/receive a fax?

A: To use a dedicated fax machine, a special device (an ATA) needs to be configured and installed to allow your analog fax machine to work with your custom VoIP system. Once this device is installed, your fax machine will operate the same as it has in the past. To use online faxing, you must have a dedicated fax phone number for your business VoIP account. For more information on how to use online faxing, please reference the *'Using Your Online Fax Account'* self-help document.

If you don't have a dedicated fax number, please contact an AVS Sales Executive for assistance to add this functionality.