Cisco Phone Troubleshooting

PROBLEM: No Power

PROBLEM: “Verify your Network Connection”

PROBLEM: “Registration in Process” / “Unprovisioned”

PROBLEM: Phone display has a number between 9700-9900

PROBLEM: Passthrough port not providing data connection

Picture of service in port, passthrough port, and MAC address location

Additional Troubleshooting steps

How-To

Basic Fee Prices

Cisco 7841 quick reference guide
**PROBLEM: No Power**

Picture of the problem:

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**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](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

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](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:**

![Phone display screenshot]

**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:

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](https://www.montana.edu/uit/telephone/troubleshooting/index.html)

How-To:

- [https://www.montana.edu/uit/telephone/howto/forward_phones.html](https://www.montana.edu/uit/telephone/howto/forward_phones.html)

Basic Fee Prices:

- [https://www.montana.edu/uit/telephone/fees.html](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](https://www.montana.edu/uit/uc/documents/UC_phoneVoicemail_quickReference_edit20210922.pdf)