

Troubleshooting Polycom VVX310 phones located at 765 Broad & 190 Muhammad Ali Ave



When working properly, the phone display should look like the pic above. Note that there's a check mark on the phone icon and the phone number is displayed.



However, if the phone icon has an "X" beside it, then the phone will not work.

Have the end user reseal the main phone cable.

Unplug the Phone cable (The BLACK cable) on the back of the phone, and then plug it back in again. (Make sure the user is not downloading anything on their PC at the same time as they both share the same connection.)

If the phone display has a check mark like the 1st picture, then the issue is resolved. Check for a dial tone and make a test call, if possible.

If you tried the above steps and it's still not working, take note of the display.



If the display is blank, or they're getting a 'User unregistered' error or something similar, then we need to get some information to escalate the issue.

Please obtain the following information:

Admin computer B#

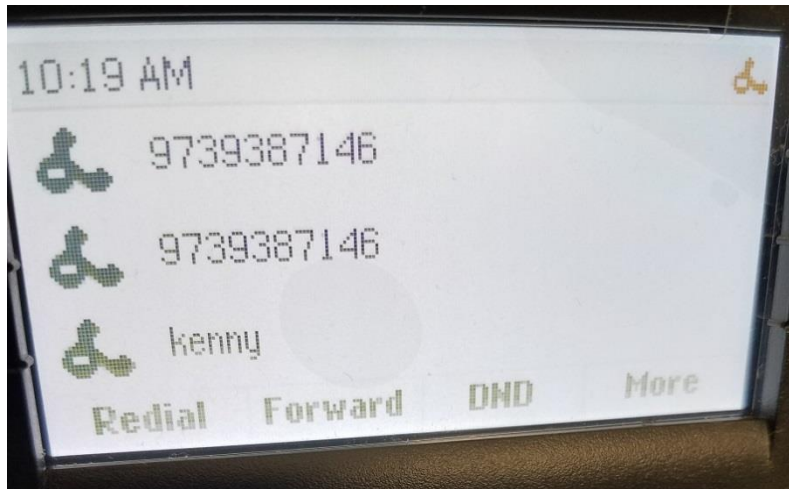
Data drop information – make sure to get the full bottom number that starts with "3000x-x-xx"

Location – Room #/Floor #/Cube#

Steps you tried to troubleshoot/Additional details

You can find an available network/desktop admin and they can assist you to activate the phone.





If the phone is showing up like above and they're NOT receiving any calls, then they're in DND (Do Not Disturb) mode. Note that there's a DASH on the phone icon ("-"), instead of a check mark.

Simply press the DND button and it should resolve the issue