General Troubleshooting Checklist:

 Go through the steps below to ensure the optimum connectivity of your VOIPx3 phone system. You may skip the remaining steps when you resolve the issue.

1. Phone's power and physical connection.

Check if there is power on your phone. See the table below to identify the solution for your scenario.

SCENARIO	SOLUTION
No display or lights	Plug the power adapter (if being used) to a different outlet.
Phone uses Power Over Ethernet (PoE)	Move the cable to a different jack.
Other devices have power and the phone has no power when connected to a power outlet	Replace the phone
Other devices have no power	Check for an electrical problem.
	Check for possible problem with PoE from the switch or from the router **NOTE:** You may need to use a **Max PoE** router if several POE devices are connected to the router. This router is capable of delivering 15.4 watts per device (maximum power) on all ports.

2. Internet Connection

1. Check your internet connection.
2. Make sure all other devices are connected to the internet. Otherwise, contact your Internet Service Provider (ISP).

3. Phone Provisioning

NOTE: Make sure your phone has an IP address before following the steps below.
For Yealink IP phones, press the OK button to confirm IP Address.
 1.   Open the command window:
      • On a **Windows** machine, can click **Start**, and search for **CMD**.
      • On a **Mac**, go to spotlight search to open **Terminal**.

2. Type **ping pbx.voipx3.com**

3. Press **Enter** (Windows) or **Return** (Mac).

4. Refer to the table below for the recommendations based on your ping test result.

RESULT	RECOMMENDATION
Cannot ping **pbx.voipx3.com**	Ping the IP address instead: **75.98.50.202**
Can ping the IP address but not the URL	Your ISP's DNS server is down. Contact your ISP.
Cannot ping the IP address and the URL	There is a routing problem within your network. Contact your IT Support.

5. Check the cables. Make sure they fit the ports properly. If the issue persists, use another cable to further isolate the issue.

6. Power cycle the devices. Unplug the phones, routers, and modems from the power source for 1 minute. Plug them back one by one, starting from the device closest to the wall (**modem** > **router** > **phones**).

7. If your phone is still offline, bypass the switch by connecting your phone directly to the modem. If your phone goes online this way, then the problem is with the switch. Contact your IT support.

8. Make sure that the IP phone is provisioned.

Once provisioned, your IP phone will display:

1. Current time/date
2. IP Address: Press the OK button on your Yealink IP phone and display will reveal IP Address.
3. Connect laptop or PC network cable to PC port on bottom of phone. If you can connect to Internet on laptop/PC, then your phone is connected to internet. If still not functional, contact VOIPx3 Support at (817) 527-5440. Option 3.

9. Reboot your router.

       a. resetting router often will reset issues the device might be having.

       b. For more information on managing your brand/model of router contact the router manufacturer support or send router mfg/model to support@voipx3.com with your company name and we can assist in providing you the best configuration settings.

10. Make a test call to see if your problem has been resolved. If the issue persists, contact VOIPx3 Support.