



# Unable to Make/Receive Calls

## Unable to Make Calls

To diagnose difficulties dialing out, customers should first determine whether it's a singular fault or an issue with multiple dialing destinations. Then, follow these steps to get a better idea of why your phone system isn't dialing.

- Dial internally, locally, nationally and internationally.
- Review your call history to check the timestamps of failed calls.
- Make a note of calls that do not terminate and any error notes.
- Check your phone for any error messages.
- Check the colour of the status light on your phone.
- Dial an offnet number to determine the scope of the phone issue.

Once you have completed these steps, you'll be close to determining the source of the problem and helping the 3Connect Support Team resolve it quickly.

## Unable to Receive Calls

In some instances, 3Connect users will be able to dial out but may experience difficulty receiving calls from certain, or all, destinations.

- Make test calls internally and externally and on more than one device.
- Track the time and date stamp of calls that did not go through.
- Review the details assigned to the suspect DDi.
- Take note of the call flow(s) linked to the device and the user account.
- Listen for an error tone from calls to your DDi or internal number.
- Check for an error message on your phone.
- Check the colour of the status light on your phone

