

Old Dominion University Computer Science Department Policies and Procedures

Title: How to troubleshoot an Avaya station

ID: CSV005

Revision: 1.0

Purpose

This procedure provides steps to troubleshoot an Avaya station.

Scope

This procedure applies to our Avaya VoIP Setup.

No Display on phone

Your Avaya phone is powered over Ethernet. If the display is blank please email root@cs.odu.edu so that we can resolve the issue. Most of the time the issue is that the cables were unplugged, but the station must be plugged into a certain Ethernet jack on the wall for it to work.

Finding Router or Bad Router

If your phone is stuck trying to find the router or displays bad router please try and disconnect it from the network and reconnect it. This will essentially reboot the phone. Wait for about 5 minutes or so and if it still is having problems please email root@cs.odu.edu with the error message, your VoIP Phone number, and your location.

Register Extension

If your phone is prompting you to register your station please email root@cs.odu.edu with the error message and your location so that we can take care of it.

If you get any other errors please email root@cs.odu.edu with the error message and your location.