Quick Troubleshooting Guides

VOIP Phone Reset (After a power outage or phone logoff).
- Enter your 7-digit phone number (501-XXXX) as the Username. Press OK.
- Enter "1234" as the password. Press OK.
- If this process doesn't work, contact you IMO.

Contact your IMO if you experience any of the following (please provide location):

Printers
- Can the printer access your CAC/PIN?
- Can you access the required functionality and did it complete properly (print, email, scan, copy, fax)?
- Is the printer out of toner/paper?
- Is there a paper jam?

Thin Client (TC)
- Is the TC plugged in/ turned on?
- Can the TC access your CAC/PIN?
- Can you access your files/ applications?
- Has your network connection been lost/ desktop disappears?

Desktops/laptops
- Is the system/monitor plugged in/turned on?
- Is the brightness of contrast turned down?
- Any problems accessing the network/network drives?

Desk Phone
- Do you have a dial-tone?
- Is the phone display window blank?
- Do you have problems accessing available phone functions?

Useful Numbers

Dialing Information
- On post call...................... 7 digit number (ex. 501-XXXX or 878-XXXX)
- To make a local call: .... 99+
- To make a long distance Call: .... 971+
- To make a toll free call: .... 971+
- To make a DSN call: .... 94+
- To access voice mail: 878-7100
- Information: 878-1110

To Schedule a Conference Call
- Call 878-0073 or 878-1951. Provide the following information:
  - Timeframe for call
  - POC name/ email
  - POC call back phone number

Personal Computer and Communications Equipment Instructions

Emergency Numbers
- Military Police .... 878 – 4555
- Fire Department .... 878 – 1008

Move Day Help Desk
- IT Help Desk .... 878 – 4071

Normal Operations Help Desk
- Computers .... 878 – 4071
- Desk Phone .... 878 – 5231
- VTC .... 878 – 5195

Please be ready to provide the following information:

User Name
Device type/ name
Building Number
Room/Cube location
Callback number

Single-Line Phone Features:

Logging into your Mailbox
- Dial the Voicemail access number (878-7100) or press the "Msg Wait" key
- Press # (From another phone, dial your mailbox number (501XXXX), then press #)
- Enter your password, then press #
- **NOTE**: During initial login, your password will be 12 + your phone number (ex. 12501XXXX)

Password Rules
- Minimum 6, maximum 16 characters
- Cannot set to current phone number
- Cannot be too short, simple, recently used, consecutive (123456) or contiguous (1111111)

Changing your Password
- While logged in to your mailbox, press "8 4"
- Enter your current password, then press #
- Enter your new password, then press #
- Enter your new password again, then press #

Forgotten Password
- Call 878-5231
- You must provide the following information:
  - Phone/ circuit number
  - Trouble/problem description
  - Building number
  - POC name and number
- You have until midnight to change the password or you will have to resubmit the password reset request.

Recording Message Greeting
- Login to your mailbox
- Press "8 2"
- Use the following commands to access greetings:
  - For External Greeting (all callers outside your organization will hear), Press "1"
  - For Internal Greeting (all callers inside your organization will hear), Press "2"
  - For Temporary Greeting (all callers will hear) Press "3"
  - For Personal Verification, Press "9"
- Press 5 to record. Wait for the tone, then record your greeting or name
- Press # to end your recording
  - To review your recording, press "2"
  - To delete a greeting, press "7 6"
- Press "4" to return to your messages

Playing your Messages
- Login to your mailbox
- Press "2" to play current message
- Press "6" to play the next message
- Press "4" to play the previous message
- To disconnect, press "8 3", or hang up (Press * at any time for Help Prompts)

Deleting and Restoring Messages
- To delete, press "7 6" before, during or after playing a message
- To restore, including auto-deleted messages, return to the message and press "7 6"

Last Number Redial
- Dial "##"

Call Transfer (call recipient must initiate)
- While on the call, press the "3-Way Call" button
- Listen for the special dial tone (two short beeps, then regular dial tone)
- Dial the number
- Announce the caller in private, then hang up

3-Way Call (caller must initiate)
- Dial the first number
- Press the "3-Way Call" button
- Dial second number
- Announce the conference
- When the conference is completed, hang up

Call Forwarding
- Lift the handset
- Press "*8 5"
- Four beeps then dial tone
- Dial the number to where calls will be forwarded and wait for answer (must be 99+ or 971+)
- Hang up

Cancel Call Forwarding
- Lift the handset
- Press "*7 O"
- Listen for busy signal
- Hang up

Call Intercept (must be part of call recipient group)
- Lift the handset
- Press "7 7"
- Answer the call