

Hosted PBX by Golden West

Troubleshooting a Remote Phone

In the unlikely event you encounter a problem using the phone at home, consider the following troubleshooting suggestions.

Problem	Corrective Action
Your home router is in a different room from the phone, and Ethernet wiring isn't available between the rooms.	Consider using a HomePlug Powerline solution. Your provider does not provide or support HomePlug systems, but such solutions are available from office supply and electronics stores.
Phone does not work at all.	Contact your provider for technical support. Before calling, have the phone's MAC address ready.
Phone can make and receive calls but call quality or reliability is poor.	<ul style="list-style-type: none">• For connecting your phone/softphone, use Ethernet instead of Wi-Fi.• Check the quality of your internet connection at http://myspeed.visualware.com. If your Mean Opinion Score (MOS) is below 4, your Internet connection lacks the speed or quality to support an IP phone.• Your router may be able to prioritize SIP (IP Phone) traffic. Have your IT staff or vendor configure the Quality of Service on your router.• Your provider cannot guarantee call quality or reliability with phones not on the provider's data network.