

Student Telephone Troubleshooting Steps for Residential Life Staff

When a student reports a problem with their phone, the following steps need to be performed by RC staff before contacting ITS HelpDesk. There are two different phone/network configurations in Student Dorm Rooms. The “Standard” wiring setup and the “WiFi” wiring setup. The rooms that have the “WiFi” wiring setup are listed in that section of this document. All other rooms are the “Standard” wiring setup.

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“Standard” Wiring Setup for Phone/Network Connections

1. Check to make sure the phone is plugged into the correct network port on the wall
 - a. Phones should always be plugged in to the **ODD** numbered port. The phone will not function if plugged into the even number port or into the mini-switch.
 - b. Computers will not work if they are plugged in to the odd number port.

DO NOT plug the phone into any other port in the room or in any other room. The phone is programmed to work ONLY in the ODD number port in the room it is placed.

Leave the phone connected to the ODD number port and inform the student they are not to touch the phone until you or they have been notified it has been repaired.

2. Check to make sure the network cable is plugged in to the proper (middle) port on the back of the phone. See picture below.

Student Telephone Troubleshooting Steps for Residential Life Staff



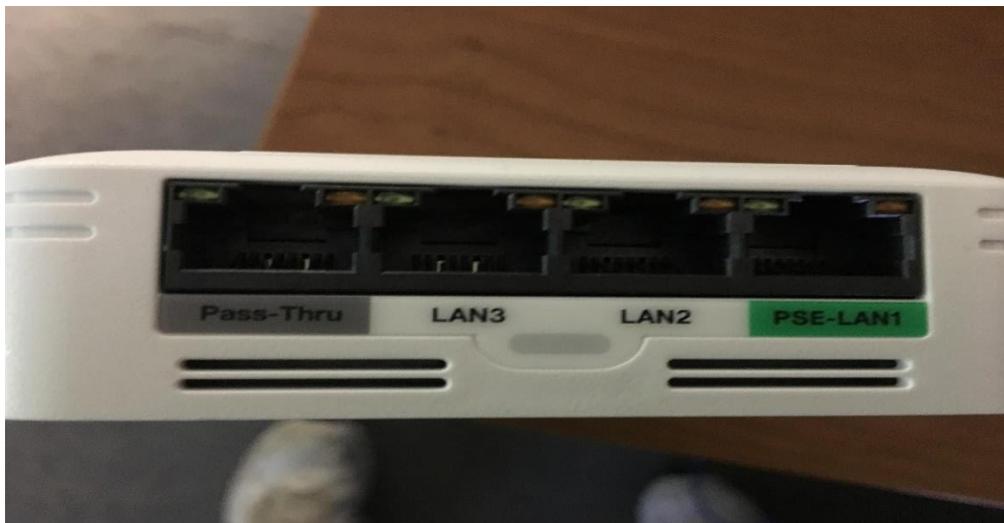
3. Once plugged in properly, and after the phone boots up (30-60 seconds), verify the date and time is correctly displayed on the phone.
4. Check for dial tone.

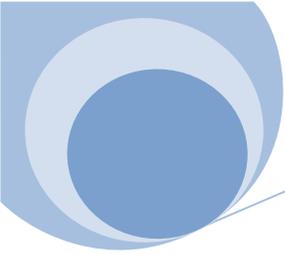
“WiFi” Wiring Setup for Phone/Network Connections

Dorm Rooms Affected

- Halls 1501, 1503; Rooms A24, B24, C24, D24
- Halls 1502, 1504, 1505, 1506, 1507; Rooms A24, B23, C24, D23

These rooms have a Cisco 1815 Wireless Access Point (WAP) installed instead of the standard wall ports. This was done to improve wireless access in those sections of the Residential Halls for staff and students. The 1815 WAP has four networks of which IMSA only makes use of two of them, PSE-LAN1 and Pass-Thru. The other ports, LAN2 & LAN3 are disabled.





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Proper connections:

- Pass-Thru: Mini-Network Switch, NetGear or Linksys with Pink or Orange Ethernet Cable
- PSE-LAN1: IMSA Mitel Phone



Testing Steps:

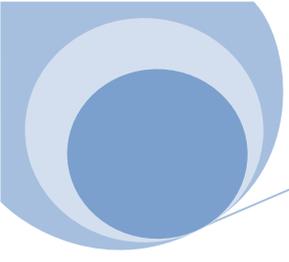
1. Once plugged in properly, and after the phone boots up (30-60 seconds), verify the date and time is correctly displayed on the phone.
2. Check for dial tone.

Report an issue to ITS HelpDesk

If the date and time are not properly displayed or there is no dial tone, send e-mail to IT HelpDesk (helpdesk@imsa.edu) with the **following information**:

LEAVE EVERYTHING CONNECTED, Tell the students to LEAVE EVERYTHING CONNECTED!

- Student's names
- Student's room number (Hall, Wing, Room)
- Student's phone port number (on the wall, if available)
- Student's phone number
- Indicate in your e-mail that this procedure has been followed and everything is properly connected
- Description of the problem, i.e. date/time not properly displayed, no dial tone, etc...



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