

GSD. Telephony - Desk phone has been broken

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General Information:

Possible symptoms/errors:

How to handle Desk Phone hardware issues.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Broken Desk Phone hardware needs to be replaced by the Hardware Delivery Team. If user reports that their desk phone is not working, first perform the basic troubleshooting. Advise the user to check the cables, network connectivity and re-start the device by disconnecting the LAN cables (there are 2, one for network and one for docking station). If the device is still not working assign the ticket to the FDT IT Workplace Delivery (HG) team in ServiceNow. Ask the user to provide the following information to be included in the ticket:

- phone number affected
- end user's contact number
- what user tried to resolve the issue
- problem description

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A