

## Classroom Phone Troubleshooting/Reset

These steps will resolve the most common classroom phone problems, in less than 3 minutes.

If your phone appears normal, but you can't hear anything on your handset, the curly cord is probably not clicked securely into the handset. Check the connection there by releasing it and then clicking it back into place.



For any other problems, try resetting the phone. Refer to the photo below.

**If your phone has a power cord (green arrow)** then briefly unplug, then reconnect it.

**If your phone does not have a power cord, unplug/replug the cable from the port labeled "network" (blue arrow).** The phone will reset, which will take approximately two minutes. This should only take a couple of minutes. If you are still experiencing a problem, please submit a Footprint work order.

