

Horizon RMA Check List

Note

This document is intended as a guide of minimum checks that should be carried out when troubleshooting the most common faults that can result in a replacement device being required.

There may be instances where additional checks are required however the team will explain why these may be required.

To speed up the diagnostic process, we ask that any checks already completed prior to the fault being raised to Gamma are included at the first point of contact.

Phones Not Registering

If a phone is not registering, there are few things you can check that may help identify the issue.

Checking the Boot Server / Provisioning Server URL

Poly Devices

For Poly devices, you can check this directly from the handset by going into **settings - status - platform - configuration**. If any are incorrect, please refer to the Horizon Technical Support Guide on the Gamma Academy

Device	Provisioning Server URL
Polycom VVX150	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX150
Polycom VVX250	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX250
Polycom VVX310	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX310
Polycom VVX410	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX410
Polycom VVX411	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX411
Polycom VVX450	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX450
Polycom VVX500	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX500
Polycom VVX501	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX501
Polycom VVX600	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_VVX600
Polycom Trio 8500	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_Trio8500

Device	Provisioning Server URL
Polycom Trio 8800	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_Trio8800
Polycom SoundStation IP 5000	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_5000
Polycom SoundStation IP 7000	http://xsp.unlimitedhorizon.co.uk/dms/Polycom_7000
Poly Edge E100	http://xsp.unlimitedhorizon.co.uk/dms/Poly_E100
Poly Edge E220	http://provisioning-gb-aws.gammadm.net/horizon/poly/e220
Poly Edge E350	http://provisioning-gb-aws.gammadm.net/horizon/poly/e350
Poly Edge E550	http://xsp.unlimitedhorizon.co.uk/dms/Poly_E550

Yealink Handsets

For Yealink handsets, you can only check the boot server ULR by browsing to the device from the same network (and VLAN) using a PC or laptop.

Step 1

You will need to find the IP address of your Yealink handset, to do so, pair the handset to the base unit and press the middle button 4 times. The correct IP should then be displayed.

Step 2

In your web browser search for the IP address of your Yealink handset which will take you to the Yealink log-in page.

Username: admin Password: admin

If you can log in, it means the phone has not pulled its configuration from Horizon or the URL is missing / incorrect.

Correct URL - http://xsp.unlimitedhorizon.co.uk/dms/Yealink_W52P,
http://xsp.unlimitedhorizon.co.uk/dms/Yealink_T46U

Cisco Handsets

For Cisco handsets, there is no way to check this from the handset directly. To check the boot server please do the following:

Step 1

Use a Laptop/PC to connect to the handset using an Ethernet cable. Connect one end of the cable into your computer, and the other end into the SW port on the handset.

Step 2

On the handset go to the Menu and navigate to "Network".

The first line should display the IP address of the handset. Enter this IP address into a web browser on your computer and press enter.

Step 3

Click on "Admin Login"

If you can log in it means the phone has not pulled its configuration from Horizon or the URL is missing/incorrect

Correct URLs:

- Cisco SPA501 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_501d/501.xml
- Cisco SPA502 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_502d/502.xml
- Cisco SPA504 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_504d/504.xml
- Cisco SPA509 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_509d/509.xml
- Cisco SPA525 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_525d/525.xml
- Cisco MPP 8841 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8841/8841.xml
- Cisco MPP 8851 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8851/8851.xml
- Cisco MPP 8861 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_8861/8861.xml
- Cisco MPP 7832 http://xsp.unlimitedhorizon.co.uk/dms/Cisco_7832/7832.xml

Cisco ATA Devices

Step 1

Use a Laptop/PC to connect to the ATA using an Ethernet cable. Connect one end of the cable into your computer, and the other end into the Ethernet Port on the ATA.

Step 2

On the computer go to Start and Run. Type in "cmd" to load the Command Prompt. Once the Command Prompt is loaded, type in "ipconfig" and hit enter. Make a note of the default gateway of the Ethernet port.

Step 3

Load up your browser and enter the default gateway address into the address bar. Use the below credentials to log in:

Username: admin

Password: admin

Step 4

The Phone Adapter Configuration Utility window will load up. Click "Voice".

Step 5

Select "Provisioning" and you will see the "Provisioning Rule". Check if the URL is correct in the "Profile Rule" field, if it is not; replace it with the correct one. Then click on "Submit", and restart the ATA by powering it down and back up.

- SPA122 - http://xsp.unlimitedhorizon.co.uk/dms/Cisco_122/122.xml
- SPA232 - http://xsp.unlimitedhorizon.co.uk/dms/Cisco_232/232.xml
- ATA192 - http://xsp.unlimitedhorizon.co.uk/dms/Cisco_192/192.xml

Following clicking "Submit" the ATA will restart a number of times to complete the firmware upgrade, profile download and the initial registration. This takes around 15-20 minutes

Check the Phone is Getting an IP

DHCP is a minimum requirement for Horizon. If a Horizon phone is not getting an IP address you should look to test the device in another part of the network along with the following checks.

- If Assured or Converged access - contact the Horizon helpdesk, we can check if the phone has made any attempt to connect to the router.
- If using a standard Gamma connection, a 3rd party connection, or if you are using your own router with an Assured or Converged connection - Please check the DHCP server and clear any leases assigned to the MAC address of the impacted phone.

If this is only an issue with one phone on site, it's likely we will need to raise an RMA if the device is under warranty.

If the site only has one phone, you can test DHCP using a Laptop for example.

You can check if a handset has been assigned an IP from the DHCP server or directly from the device (With the exception of ATA devices).

Poly handsets - Settings - Status - Network - TCP/IP Configuration.

Yealink handsets - While the screen is off press "OK" 4 times.

Cisco handsets - Settings - Network

Phones Not Registering - Other Checks

- Test the phone in another network point.
- If you have a power supply for the handset, connect the phone directly to the router or the switch connected directly to the router.

Audio Issues

Audio issues can be difficult to get to the bottom of, but the following check will help isolate the issue.

Are Internal Calls Impacted? (Excluding business call recording users)

No or one-way audio on calls between 2 handsets on the same site will be a LAN issue, audio for these types of calls will route directly between the 2 handsets via the local network and will not leave site.

Common causes:

- SIP ALG
- VLAN and switch config
- Router config

Audio issues - Single phone

If a single user has audio issues with a single phone, please check the following.

- Is the issue present using both the receiver and loudspeaker? - if the issue is only present with the loudspeaker please contact Horizon support.
- **(Cisco and Poly handsets only)** If the issue is only present when using the receiver please test the curly cord and receiver in a known working handset - if the issue follows the receiver, please contact Horizon support for a replacement if the phone is under warranty.
- **(Poly handsets only)** If the curly cord and receiver test OK in another handset, please plug the curly cord into the "headset" port on the handset and make a test call, you will need to press the "Headset key" to use the receiver in this way - if there are no issues using the headset port - please contact Horizon Support.
- If the issue is present using both the headset and handset ports - please test the phone in a known working network location before contacting Horizon support.

Hardware Faults

If a device is damaged

If a device arrives damaged or develops a physical fault such as the screen does not display correctly, please ask site for a photo and provide this to the service desk when reporting.

If a phone shows significant signs of abuse, such as a cracked screen, unless the phone was delivered in this condition, it will NOT be covered under warranty.

Buttons Not Working

If any of the keys stop responding or only respond some of the time, powering off the handset and cleaning it with alcohol wipes or using isopropyl alcohol can often help.

For Cisco and Yealink handsets – please contact the service desk, if the device is still under warranty, we will be able to raise an RMA.

For Polycom devices please ask the customer to perform Keypad Diagnostics from the handset before you contact the service desk. If any key is faulty, we can request RMA for any device still under warranty.

The steps to perform Keypad Diagnostics are:

Settings - Status - Diagnostics - Test Hardware - Keypad Diagnostics

Please ask the user to test each key and note any that do not work. To exit the test, press any working key twice.

If users are unable to get to Keypad Diagnostics for any reason (such as a faulty home button), please contact the service desk who will be able to raise an RMA if the device is still under warranty.

RMA Process and Charges

Once an RMA has been raised by the service desk it is passed our orders team to verify and raise with our supplier.

Please ensure all RMA forms are completed in FULL and ensure that you accept the risk of charges.

For Yealink and Cisco devices, a serial number MUST BE PROVIDED for an RMA to be processed.

Once our supplier has dispatched the replacement device or part, our orders team will send you an email with the details of the delivery date and collection date (if applicable).

There is a 5 working day SLA on all RMA cases once raised with our orders team. The cut-off for RMA's is to be raised the same day is 2pm.

All devices returned to our supplier are tested. Should the wrong device be returned, no fault is found or the fault due to end-user error or due to physical damage to the device, you may be charged for the cost of the replacement device and the delivery charge to return the faulty device.

Testing of any device is strongly recommended, however if an end user is unwilling or unable to test, or completing the recommended diagnostics would cost more than the handset itself, you can request an RMA so long as the end user accepts risk of charges.