

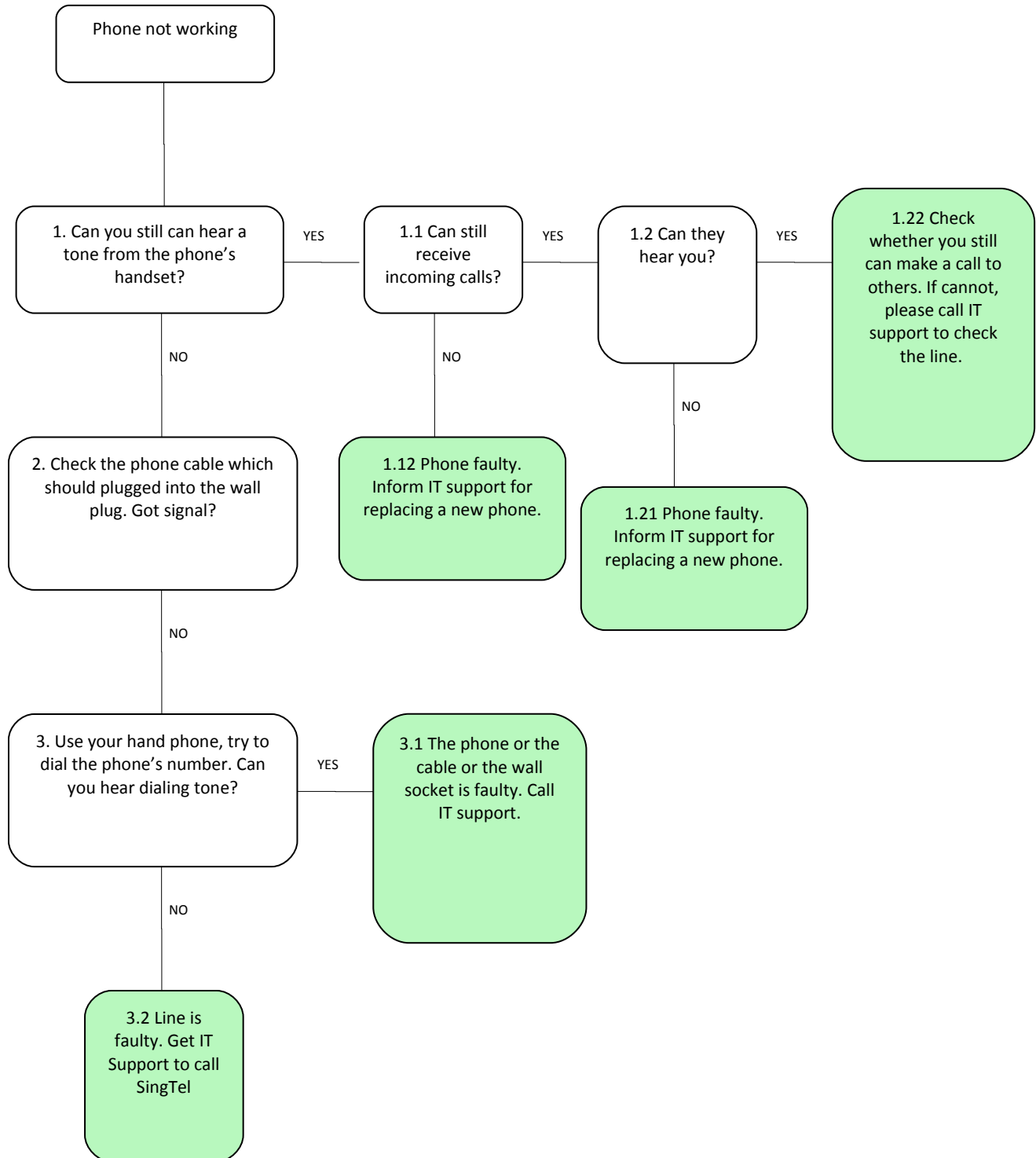


User Guide

Phone Solution

Spectacle Hut

Flow Chart



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Solution for problems of Phone

This section would teach you how to solve the problems that you encounter on the phone.

When Phone is not working:

1. Check if you can still hear a tone from the phone's handset.
 - 1.1 If there is tone coming from the phone's handset, check if the phone is able to receive incoming calls.
 - 1.12 If the phone is unable to receive incoming calls, it means that the phone is faulty and you will need to inform the IT support to replace it with a new phone.
 - 1.2 If the phone is able to receive incoming calls, check if they caller can hear you.
 - 1.21 If the callers are unable to hear you, it means that the phone is faulty and you will need to contact the IT support for a new replacement.
 - 1.22 If the callers can hear you, check if you can still make a call to others. Otherwise, please call the IT support to check the line.
2. If you cannot hear a tone from the phone's handset, check the phone cable which should be plugged into the wall plug and see if there is any signal.

Check the phone cable is attached to the wall plug



3. If there is no signal, try to dial the phone's number using your hand phone and check to see if you can hear the dialing tone.

3.1 If you can hear a dialing tone, the phone or the cable or the wall socket is faulty. Please call IT support.

Check the faulty wall socket



3.2 If there is no dialing tone, it means that the line is faulty and you will need to get It support from Singtel.