FAQ For 3CX

This chapter provides general troubleshooting information to help you solve the problems you might encounter when using your phone. If you require additional information or assistance with your new phone, contact your system administrator.

Why the BLF pickup feature does not work after Htek IP Phone is provisioned in the 3CX Management Console?

1. The old template of Htek IP Phone on the 3CX V15.5 SP2 does not match the Htek IP Phone version 2.0.4.4.xx or later.

2. Need to update new template of Htek IP Phone on the 3CX system.

Why ghost call occurs?

1. Htek IP Phone version before x.0.4.2.19 (Contains x.0.4.2.19) is not completely supported on 3cx V15.

2. Need to upgrade the phone to version after x.0.4.2.19.

Why is the LCD screen blank?

1. Ensure that the phone is properly plugged into a functional AC outlet.

2. Ensure that the phone is plugged into a socket controlled by a switch that is on.

3. If the phone is plugged into a power strip, try to plug it directly into a wall out let instead.

4. If the phone is powered from POE, ensure that you use a POE-compliant

switch or hub.

Why does the phone display "Network unavailable"?

1. Ensure that the Ethernet cable is plugged into the Internet port on the phone and the Ethernet cable is not loose.

2. Ensure that the switch or hub in your network is operational.

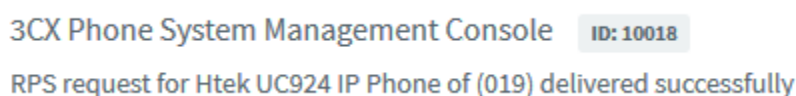**Why doesn't the phone display time and date correctly?**

Check if you have configured the phone to obtain the time and date from the SNTP server automatically. If the phone fails to connect to the SNTP server, you need to configure the time and date manually.

Why the phone can't upgrading by 3CX Management Console successful?

1, Please check that whether the version of the phone is the latest version on the 3CX.

2, Locate the folder where holds the Htek firmware on 3CX phone system. And check whether there is firmware files in the folder.

Why the phone can't auto-provision vis RPS successful?

1, Make sure that the phone is connect to internet successful.

2, Make sure that you the 3CX have already send the RPS request to Htek RPS server successful. You can check this in 3CX Management console -> Dashboard -> Event log when you add the extension for this phone. If it is successful you will see the information as following picture.

3CX Phone System Management Console   ID: 10018

RPS request for Htek UC924 IP Phone of (019) delivered successfully