



**Need Help?** Call Simply Bits Support:  
or [support@simplybits.com](mailto:support@simplybits.com)

**(520) 545-0333**

**Q I was on a call with someone today and the call got cut off, why?**

**A** This is not a problem with your new phone system. Have you experienced a dropped call while on a cell? Dropped calls can happen on any phone and any phone system. If the problem occurs on all employee phones and frequently then there might be a problem with the phone system. If not please record the date, time and if possible the number of the calling party in order for us to try and trace the problem.

**Q Why is there a delay when a customer dials an extension from within our recorded menus?**

**A** Each menu has a series of options and the options are generally different in each menu. One menu may ask the caller to enter an extension, while a different menu may simply have them press "1" for something and "2" for something completely different. When the caller presses the keys on their phone the system waits to see if they enter any additional key strokes and then tries to match their entries against the rules for that menu. This process takes a few seconds.

**Q I have a dial tone but cannot place a call, why?**

**A** The most common cause of this problem is that the network cable is no longer connected to the phone. Disconnect and reconnect each end; make sure you hear the "click" sound as it locks into place.

**Q I've been at my desk all day, but my phone has never rung and all my calls are going to voicemail, why?**

**A** The most common cause of this problem is due to a special feature of your phone called "**Do Not Disturb**". This is a button on your phone. When enabled all of your calls will go directly to voicemail. To check whether it is currently enabled please look at your LCD screen. If "Do Not Disturb" is flashing on the display, the option is currently enabled.

**Q My phone shows that I have a new message, but when I play it I am immediately disconnected, why?**

**A** This is a rare problem and has a unique cause. What happened is that someone called your extension and their call went to voicemail. During the first few seconds they either said nothing or spoke very softly. The voicemail system interpreted this as silence. It made a record of the call and enabled your voicemail indicator, but no audio recording of the call was made.

**Q I keep getting calls that were destined for someone else. Why does this happen?**

**A** The most common cause is that your co-worker has enabled call forwarding on their phone and entered your extension as the destination for their calls.

**Q I am unable to dial a long distance number, why?**

**A** During the assessment phase of your phone system installation we gave you a form asking if you wanted national and international long distance on your phones. That form was never returned to us. By default we have long distance turned off to prevent abuse.

**Q The person I called is complaining of an echo, what causes this problem?**

**A** The most common cause is due to use of the speakerphone. The microphone is located on the bottom, right hand side of the phone. Glass, metal or other objects can create an echo and feed that back into the microphone. Re-orient the phone or move it away from other objects.

**Q I can place a call but cannot hear the other person in the handset, why?**

**A** We have found that on some occasions the cord connecting the handset to the base has become loose. Push the connector back into place until you hear the "click" sound locking it into place.

After reading through FAQs and you still have questions and need help, call Simply Bits Technical Support at 520-545-0333.