



**Microsoft Response Point Troubleshooting Guide**

Answers to the most common problems  
you may encounter.

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# Troubleshooting guide for Microsoft Response Point 1.0

The Microsoft® Response Point™ phone system is a software-based voice communication solution designed specifically for small businesses with one to 50 employees. Completely packaged with all of the required hardware and software, Response Point is easy to install, configure, and manage; however, it is possible you may experience some technical issues.

This guide offers troubleshooting advice for the ten most common problems that might develop during the setup and maintenance of your Response Point system. Before unnecessarily disabling the entire system or contacting a support service, first use the simple steps outlined in this guide to try to diagnose a problem. Sometimes, the issue can be as simple as an improperly connected cable.

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# Seven Questions to Ask Before Troubleshooting the System

Before taking any drastic measures to repair the Microsoft® Response Point™ phone system, ask yourself these seven questions:

- 1. Did you verify the IP address?** Response Point identifies a device by the IP address that is assigned to it. It's important to locate this information when troubleshooting because it can provide valuable information. To find the IP address on a D-Link phone, press the Menu button and then press the down arrow until the IP address appears on the display. On a Quanta phone, press # \* 4 7 #.
- 2. In what order did you set up the hardware?** If you plug in the phones before the base unit, the phones may not appear in the list of discovered devices on the Phone System page in the Response Point Administrator. Be sure to first plug in the base unit, then the analog telephone adapter (ATA) if applicable, and then the phones into their respective power sources.
- 3. Did you identify what the problem isn't?** By ruling out the improbable, you can become closer to identifying the actual problem. For example, if you can't detect a dial tone on a phone, disconnect that phone from Response Point, and plug an analog phone directly into the Public Switched Telephone Network (PSTN) line. Use your mobile phone to call the analog phone. If the analog phone doesn't receive the incoming call, then you know that the phone line is faulty, not the Response Point system, and you'll need to call your phone service provider for assistance.
- 4. Are the cables in the proper ports?** Make sure that all of the Ethernet cables, the phone line cables, and power cords are connected to the correct ports and electrical outlets. For example, if a phone does not appear in the list of discovered devices on the Phone System page in the Response Point Administrator, its Ethernet cable may be connected to the phone port labeled "PC" instead of to the port labeled "LAN."
- 5. Is the Response Point Administrator panel well organized?** In the Response Point Administrator, the Phone System page displays a list of all configured Response Point users, phones, and phone lines. This list does not automatically refresh after you remove a user or a device. For example, the list may show that there are phones still using an IP address that the base unit no longer acknowledges. It's good practice to manually delete outdated users and phones, so you don't include irrelevant devices and information while problem-solving in the future.
- 6. Are you troubleshooting the correct base unit?** Depending on the configuration, you might be managing multiple base units for one organization. Response Point automatically assigns a name to the base unit; this name cannot be customized or changed manually. Carefully record each base unit name so that there's no confusion when it's time to troubleshoot.
- 7. Do the names of the ATAs clearly identify the related device?** If you are dealing with more than one analog telephony adapter (ATA), providing an ATA name that clearly identifies the device when you first configure it could prevent future hassles. For example, you might want to include the phone number associated with the ATA in the adapter's name.

## Issue 1: Undetected Devices

**Problem:** "The device that I configured has a red X next to its name in the discovered-devices list."

**Cause:** IP addresses are leased to each device for an allotted period of time. Using Dynamic Host Configuration Protocol (DHCP) service enables the phone system to automatically reconnect when IP addresses change. Occasionally, a device might lose its IP address because this connection process is interrupted or delayed.

**Solution:** Reconfigure the device using the configuration wizards in the Response Point Administrator. Or, turn the device off and on first, and then reconfigure it.

**Problem:** "The base unit only discovered two of the three phones that I just connected. The first phone that I plugged in doesn't appear in the discovered-devices list."

**Cause:** The DHCP server issues IP addresses to all Response Point hardware so that the base unit can detect the presence of the devices and communicate data to them using standard protocols. When you plug in a phone, it sends a message to the base unit, signaling its presence. However, if you plug in three phones, for example, and then turn on the base unit, the first phone will send its alert before the base unit can process the message.

**Solution:** Wait several minutes for the phone to signal its presence to the base unit again, and then reconfigure the phone. Or, turn on the base unit first and allow it to fully register before plugging in any phones.

**Problem:** "The phone that appeared in the discovered-devices list before isn't there now."

**Cause:** If you restored a backup from a previous system configuration, the phones that you set up after the specified configuration will be automatically removed from the discovered-devices list.

**Solution:** Reconfigure the phone using the configuration wizards in the Response Point Administrator, or turn the server off and then on.

## Issue 2: Unrecognized IP Addresses

**Problem:** “The IP address on the phone’s display is different than the IP address that appears in the discovered-devices list.”

**Cause:** Response Point comes with a built-in DHCP service, which is responsible for issuing IP addresses to devices connected to the LAN. If you’ve configured a wireless router on the network, it comes equipped with an additional DHCP service. This configuration will then have two competing DHCP servers issuing IP addresses on different subnets. Therefore, the auxiliary DHCP server that is associated with the wireless router issued the IP address that you see on the phone’s display; the DHCP server that is native to Response Point issued the IP address that you see on the discovered-devices list.

**Solution:** Convert the wireless router into a “wireless access point” by disabling its DHCP service. Or, be sure to purchase a wireless access point without DHCP functionality before installing Response Point.

## Issue 3: Faulty Connection to Phone

**Problem:** “There’s no dial tone.”

**Cause:** For unknown reasons, phones connected to a LAN might “freeze” occasionally.

**Solution:** Turn the phone off and then on again. It may be necessary to reconfigure it using the configuration wizards in the Response Point Administrator.

**Problem:** “The park and retrieve features don’t work on certain phones.”

**Cause:** Overall, the park and retrieve commands should work properly system-wide, but for undetermined reasons, individual phones might occasionally encounter problems when users try to park and retrieve calls.

**Solution:** Perform a factory reset on the faulty phone. To do this, obtain the IP address of the phone. Open a browser window, and type in the address bar: “**Error! Hyperlink reference not valid.**” Click the **Reboot** tab in the upper-right corner of the page. Then select **Factory Restore**, and click the **Restore** button.

## Issue 4: Faulty Connection to Phone Lines

**Problem:** “There’s no dial tone.”

**Cause:** If you’ve eliminated the possibility that your phone service is down, the phone line might have lost connection to the base unit. The LEDs on the base unit should remain constantly lit when the associated phone line is properly configured. When the connection is faulty, the corresponding LED may flutter or sporadically flash on and off. For additional information regarding phone line-related malfunctions, see “**Issue 7: Dropped Calls.**”

**Solution:** Reconfigure the phone line using the configuration wizards in the Response Point Administrator.

**Problem:** “The Automated Receptionist is not answering calls, and callers hear incessant ringing.”

**Cause:** A single RJ11 line might be connected to the base unit, but you ordered two lines from your phone service provider. Standard RJ11 lines are designed to handle up to two phone lines on a single plug; however, the phone line adapter treats a single plug as a single line.

**Solution:** Install a splitter to separate the shared pins on the RJ11 plug.

## Issue 5: Faulty Connection to Simple Mail Transfer Protocol (SMTP) Server

**Problem:** “The voicemail-to-e-mail feature isn’t working properly. Users who have enabled this setting haven’t received any voice messages as e-mail attachments yet.”

**Cause:** The SMTP server settings are probably incorrect, if you’ve taken the following actions:

- In the Response Point Administrator, selected the **Allow sending voicemail in e-mail** check box in the **Configure E-mail Server** dialog box—a required step before the individual setting that users configure can work.
- Confirmed that all of the required fields in the **Configure E-mail Server** dialog box have the correct information.
- In the Response Point Assistant, verified that users have selected the **Enable voicemail** check box on the **Voicemail** tab.

**Solution 1:** Visit the Web site of your Internet service provider, and locate the correct SMTP server settings. Taking this route, however, might force you to wade through unnecessary information before finding what you need. Try this shortcut instead: When you type “POP3 settings, <name of ISP>” in the search box of a Web browser, a list of search results containing the correct information will be available. Note the outgoing-SMTP-server address and the port number; then in the Response Point Administrator, enter this information in the corresponding fields before checking the connection by sending a test e-mail.

**Solution 2:** If you’ve deployed Response Point with Windows® Small Business Server, try adjusting the following e-mail server settings in the **Configure E-mail Server** dialog box in the following order:

- 1) Click the **Connect to the server anonymously** option instead of specifying a user.
- 2) Under **User Information**, type “PhoneSystem@<insert your business e-mail alias>.com.”
- 3) Clear the **This server requires SSL** encryption check box.

## Issue 6: Logon Attempts Failed

**Problem:** “After verifying that logon information is correct, users still can’t log in to Response Point Assistant.”

**Cause:** It might be that the computers running the Response Point Assistant are set up to use Internet Protocol security (IPsec), which is an unsupported environment for this application.

**Solution:** Make sure that the computers running the Response Point Assistant are not configured for IPsec.

## Issue 7: Dropped Calls

**Problem:** “External callers are experiencing dropped calls.”

**Cause:** If you’ve verified that the hardware, Public Switched Telephone Network (PSTN) lines, and service connections are working, dropped calls might be caused by a faulty phone line in your rollover sequence. In these cases, the base unit does not actually drop the call, but rather the call terminates automatically when passed to the malfunctioning phone line.

**Solution:** Ask your phone service provider to fix the faulty line or to position it at the end of your rollover pattern. Incoming calls will be less likely to reach the last phone line in the sequence.

## Issue 8: Low Call Volume

**Problem:** “External callers are having difficulty hearing internal callers.”

**Cause:** The analog telephony adapter (ATA) needs to be adjusted.

**Solution:** In the Response Point Administrator, click the D-Link or Quanta button, and navigate to the Web page that offers supports for the ATA. From this page, you can adjust the appropriate settings of the adapter until the call volume is audible to external callers.

## Issue 9: Speech Misrecognition

**Problem:** “The speech recognition system scrambles hard-to-pronounce user names.”

**Cause:** The text-to-speech (TTS) engine converts the text stored in the Response Point Administrator into artificial speech.

**Solution:** Because the speech recognition system supplies the auto attendant with the TTS pronunciations of the names that you enter in the **User Properties** dialog box, ask users to carefully articulate the correct pronunciation of their names when using the **Record Audio Using a Phone** dialog box, or to type a phonetic spelling of their names in the **Nickname** box. For example, for the user “Rebecca Laszlo”, type “Rebecca Lazlow” in this field. The system will then use the actual recording of the name in the user’s own voice or will pronounce the name according to the phonetically spelled entry.

## Issue 10: Unlit Message Waiting Indicator (MWI)

**Problem:** “The MWI on the phone doesn’t light up when callers leave voice messages for the specified user.”

**Cause:** The MWI only illuminates when callers leave voice messages for the primary user assigned to a phone.

**Solution:** Users that you assign to a particular phone are listed on the **Who will receive calls on this phone** page in the **Configure Phone Wizard**. Response Point recognizes the first user in the list as the primary user of that phone. To ensure that the MWI lights up when voice messages arrive for a specified user, move that user to the top of the list with the **Move User Up** button, making him the primary user.

## Conclusion

While the intuitive design of Microsoft® Response Point™ makes identifying basic problems fairly straightforward, this guide helps you to diagnose and resolve ten common issues that may be more difficult to pinpoint. If your technical problems remain unresolved even after you have referenced this guide, you may need to use the **System Status** utility to collect log information so that product-support technicians can further analyze the problem. For more information on this tool, review the **ReadMe** file related to Response Point utilities on the product CD.

## Additional Resources

For more information on the hardware manufactured by D-Link, go to <http://support.dlink.com>.

For more information on the hardware manufactured by Quanta Computers, go to <http://support.quantacomputer.com>.