



3COM 350x SERIES IP PHONES DISPLAY REFERENCE-6W102

This quick reference guide describes VCX telephone messages for system release 9.5 that you may most often see on 3Com 350x Series IP Phones.

If you see this telephone display...	Do this...
All park numbers busy	Try calling later.
Caller blocked The caller is on your blacklist or is blocked. The phone extension being called either has "Block anonymous callers" enabled for all calls, or has the callers extension in the list of blocked dialing patterns for incoming call restrictions.	Successful operation. Take no action.
Camp On cancelled A previously camped on extension is cancelled. This message does not display if the Camp On timeout time has expired.	Successful operation. Take no action.
Do Not Disturb Do not disturb feature is enabled.	Successful operation. Take no action.
Empty Speed dial Speed dial number is empty or not configured.	Configure speed dial number first and then use speed dial.
Failed to reach DHCP Server	Check if the DHCP server is working normally.
Fwd number invalid	Check forwarding number and dial again.
Hunt group (HG) queue exceeded call <hunt group number> Hunt group queue "number of calls" threshold exceeded.	Expedite the call if possible (other calls have been waiting in the queue for a long time).
Hunt group (HG) queue exceeded time <hunt group number> Hunt group queue "time in queue" threshold time exceeded.	Expedite call if possible (other calls waiting in queue)
HuntGroup Login Enabled	Successful operation. Take no action.
Invalid password	Re-enter the password.
No available calls	Needs an active call.
No calls to supervise	The agent is not logged in, not on a call, or is currently being monitored.

If you see this telephone display...	Do this...
No camp on HG/ACD group Calls cannot be camped on a hunt group number.	Camp on a valid HG/ACD group number.
No camp on page number Calls cannot be camped on a page group number.	Camp on a valid page group number.
No camp on pickup group Calls cannot be camped on a pickup group number.	Camp on a valid pickup group number.
Limited Calling Mode Only emergency calls can be made on this phone.	Obtain a license for this phone.
Number not reachable No route to destination. The auth server may be disabled. Attempt to camp on an invalid GW (PSTN) number.	Check the number and dial again.
Park Success: <park extension> The call parked successfully, this message flashes out for a few seconds.	Successful operation. Take no action.
Phone port is down	Check the ethernet cable connection.
Server error, no VM (voice mail)	Make sure voicemail exists for the user.
Unauthorized	Add a valid user or permission.
Unknown feature code	Check the User Guide for your phone for a list of feature codes.
Unknown user	Contact your administrator to configure your phone extension.

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