

# Good problem descriptions are always important!

One completed form per phone please

You can use one problem description form for multiple items **IF**

- A) You are sending in multiple phones with the same problem
- B) You do not know what is wrong with each individual phone

*Problem descriptions can also be post-it-notes taped to each phone, etc..*

## Examples of BAD problem descriptions

"DEAD" "BROKEN" "STATIC"

## Examples of GOOD problem descriptions

"Dead - no lights, no display, no sounds. Constant! tried in several locations"

"Static is heard on the handset only, typically 10% of the time"

**Equipment type / model / description:**

**Lightly tapping or shaking the item has the following effect:** *(circle one)*

Unknown

No Effect

Problem temporarily goes away

Problem is aggravated

**What is the frequency of the problem:**

Constantly

Once per day

After warm-up \_\_\_\_\_ minutes \_\_\_\_\_ hours

Every few minutes

Once per week

Immediately upon power up

Once an hour

Once per month

Check all that apply and only those that apply. (Haphazardly marking problems *may* generate a testing fee.)

- Bad transmit from handset (they can't hear me)
- Bad receive to handset (I can't hear them)
- Bad transmit from speakerphone (they can't hear me)
- Bad receive to speakerphone (I can't hear them)
- Lights light up when they shouldn't\*
- Lights do not light when they should\*
- Buttons sticking down\*
- Buttons not working\*
- Buttons activating by themselves\*
- LCD display not working properly
- Disconnects or hangs up when it should not
- Will not hang up or stays off-hook
- Can not answer ringing calls
- Phone does not ring when it should
- Bad headset jack port
- Bad handset jack

\* List effected buttons or lights in detail area

\*Describe problem in detail here:

Explain what was done to troubleshoot this problem: How many times did the problem occur? How long was it tested? How many different locations was it used in? How many different people noticed the problem?

**NOTE:** This form alone is NOT to be used for warranty issues! You MUST contact us before returning items for warranty work.