

A close-up, high-contrast portrait of a woman with dark skin and her hair styled in intricate braids. She is looking directly at the camera with a neutral, focused expression. The lighting is dramatic, highlighting the texture of her hair and the contours of her face against a dark background.

**SELF-HELP GUIDE**  
**HOW TO FIX A**  
**HOSTED BUSINESS TELEPHONY**  
**[HBT] FAULT**

**Telkom** | **Business  
Connexion**

*Meet the future. Today.*

**Before logging a fault with Telkom, please consult your receptionist and/or your IT department on whether they are aware of any problems with the telephone infrastructure.**














- 01** ▶ For basic telephone problems, the receptionist and/or IT department might be able to assist in resolving the problem.
- 02** ▶ Please refer to the following pages of icons, comparing the contents of the handset's display to the icons. This could provide clues as to what the problem could be.
- 03** ▶ For HBT services running over ADSL, please determine whether you still have Internet access over the line or not.
- 04** ▶ When it is clear that the problem with the telephone(s) can only be resolved with Telkom's assistance, follow these easy steps:

**Get the following information together:**













- Main telephone number of the premises, ADSL line number and the receptionist's number.
  - Physical address of the faulty telephone(s).
  - Confirm whether all the telephones are down, multiple telephones are down, or just yours?
  - When did the telephone(s) go down (date & time)?
  - What is the make and model of the phone that is down?
  - What message is displayed on the handset's display? Which icons are displayed?
- 05** ▶ Dial Telkom at 0800654321 during business hours – the number of the SmartAccess help desk. Alternatively, send an e-mail to [smartaccess@telkom.co.za](mailto:smartaccess@telkom.co.za) with the word "HBT" in the subject line. The e-mail should contain the detail of the questions above.
  - 06** ▶ Clearly state to the operator that the call is being logged for a faulty HBT line.
  - 07** ▶ Provide the detailed information required by the call centre agent.
  - 08** ▶ Write down the reference number for the call.

# Know your Yealink phone icons

As you use your Yealink phone, you will see that you may have different icons showing up on your screen. We have listed the icons and what they mean. These icons will show up on your phone's main screen where the clock is located

Icon	Description
	Missed Calls
	Call Forward
	Recording box is full
	A call cannot be recorded
	Recording starts successfully
	Recording cannot be started
	Recording cannot be stopped
	Network is unavailable
	Registered successfully
	Registered fail
	Registering
	Hands-free speakerphone mode
	Handset mode

**Please note:** Some features displayed in these tables might not be applicable for your specific installation and/or might not be available on the Telkom platform.

Icon	Description
	Headset mode
	Multi-lingual lowercase letters input mode
	Multi-lingual uppercase letters input mode
	Alphanumeric input mode
	Numeric input mode
	Voice Mail
	Text Message
	Auto Answer
	Do not Disturb
	Call Hold
	Call Mute
	Ringer volume is 0

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