

## Appendix 4-F: Retrofit Implementation Guide

This appendix is also available at <http://www.ciscopress.com/1587200880>.

The Retrofit Implementation Guide details the process, or the “cookbook of standards,” that the implementation team used to ensure consistency and standardization of the retrofit process. Review your process with the implementation team to ensure that the same standards and procedures apply. Use the Cisco.com website to access the latest documentation on the processes and procedures noted in this section.

This guide should serve useful because it provides a comprehensive outline of topics that are relative to each step of the process, including the following:

- General phone information, including main prefixes, associated CallManager server names, and voice mail numbers
- Cutsheet requirements, such as naming standards and call restriction standards for common area phones
- Operations retrofit process
- Instructions on how to add an IP Phone and an analog device phone test procedure
- IP Phone spreadsheet creation procedures
- Bulk Administration Tool (BAT) import procedures
- Restricted phone configuration procedures
- Miscellaneous phone installation notes
- Floor walkthrough checklist
- Wall phone and wiring punchdown
- Headset support
- Boss/admin configurations; voice mail only configurations for telecommuters
- Troubleshooting of phones
- Operations room FAQ

## General Phone Information

Keep it simple for the project team by providing useful information, such as the following CallManager cluster and voice mail information:

- sjclstr1a – 853Voice Mail: 36555
- sjclstr2a – 525Voice Mail: 52222
- sjclstr3a – 526Voice Mail: 68800
- sjclstr4a – 527Voice Mail: 74800

If you are enabling the speed dial option, provide the project team with the website address for the CallManager administration configuration page and the help desk number that is given to the user group:

- Speed dial: <http://sjclstr?a/ccmuser>.
- Log in to server with username cisco\_main\username and your NT password.
- Telecom help desk xxxxx option 3.

## Cutsheet Requirements

The information in the following sections is required from IT Telecom.

### Analog Phones

The retrofit team requires the following for all analog phones:

- Extension
- Floor
- Location/cube number
- Type: Polycom or fax (Modem information is provided by the approved modem user list)
- Description as per naming standards
- Intermediate Distribution Frame (IDF)
- Jack number and color (white or gray)

## IP Phones

The retrofit team requires the following for all user IP Phones:

- Extension
- Floor
- Location/cube number
- Employee last name
- Employee first name
- Employee user ID

For all wall phone and lobby IP Phones (Jack #99x), the retrofit team requires the following:

- IDF
- Jack number

For all IP Phones, the retrofit team requires that the following be specified:

- The identify of all wall phones
- The identify of all phones requiring restricted access (such as public areas and break rooms)

## IP Phone Naming Standards

Following are the IP Phone naming standards that are used for the installation team. A consistent naming standard for each type of phone makes it easier for the support team and when conducting phone query reports.

Type of IP Phone	Description Example	Display Example
Standard user phone	NAME: SJC10/5/537	Joe Smith
Conference room phone	Cf Hang Ten SJC16/2/252	Cf Hang Ten
IDF/BDF phone	IDF SJC XVI SJC16/2/217	IDF SJC XVI
Break room phone	Break Room SJC XVI 16/1/118	Break Room SJC XVI
Copy room phone	Copy Room SJC XVI SJC16/3/318	Copy Room SJC XVI
Lobby phone	Lobby SJC XVI SJC16/1/100	Lobby SJC XVI
Reception phone	Reception SJC XVI SJC16/1/100	Reception SJC XVI

### Analog Phone Naming Standards

The following are the analog phone naming standards that appear to be used.

	<b>Display Example</b>
Polycoms	Py, Light House SJC16/4/401
Faxes	Fx, RAPD 53936 SJC16/4/G5-11
Modems	Md, Chambers SJC16/4/G5-11

### Call Restriction Standards

Restrict the following types of phones for local-only access, which allows calling within the campus, local, and toll-free numbers.

- Lobby phones
- Break room phones
- Copy room phones

## Operations Retrofit Process

### Documents Prior to Walkthrough

- 1 Request document with all building occupants and locations from WPR.
  - a. Remove all occupants that are currently assigned IP Phones with an 853 extension.
  - b. Format list into the order requested by Professional Services.
- 2 Download all the extensions residing in the PBX EPN.
  - a. Separate all analog lines from the list.
  - b. Separate all common area phones from the list.
  - c. Separate all lab phones from the list.

## Walkthrough

- 1** Walk through all common areas.
  - a.** Verify room name or number.
  - b.** Verify extensions.
  - c.** Obtain jack numbers.
- 2** Walk through all conference rooms.
  - a.** Verify room name or number.
  - b.** Verify extension of digital phone. If wall phone, obtain or verify jack number.
  - c.** Verify whether room has Polycom.
  - d.** Verify extension.
  - e.** Obtain jack number.
- 3** Check the viability of all fax machines.
  - a.** Obtain correct locations for fax machines.
  - b.** Verify extensions.
  - c.** Obtain jack numbers.
  - d.** Verify all fax numbers. If you do not find the fax in the building, verify through your numbering management system to whom the fax belongs. If the fax is not in the database, send a fax to the machine asking the client to respond and call for verification. If no response is given, consider removing the fax line.
- 4** Walk through all cubes and offices.
  - a.** Verify whether each cube has a PBX phone. Also verify the client from the list. Finally, verify that the extension belongs to the client by pressing the voice mail button.
  - b.** If a cube has only a phone and is not on the client list, verify the PBX extension by calling a display phone.
    - Verify whether this is a guest phone in the switch, or through the numbering management system.
    - If the phone is dead or has a fast busy tone, bring it back to the operations center for reclaim.
  - c.** If there are two phones in a cube, do this:
    - Verify which has voice mail.
    - Reclaim second number, phone, and send to operations.

- 5** Verify the use of all lab phones.
  - a.** Gain access to the lab through security.
  - b.** Walk through the lab, and capture all extensions and jack numbers.
  - c.** Obtain the room and card reader numbers, and report them to professional services.

## Spreadsheet Cleanup

- 1** Common area phones
  - a.** Insert correct room numbers.
  - b.** Insert jack numbers for wall phones.
- 2** Analog lines (faxes and Polycoms)
  - a.** Insert locations.
  - b.** Insert jack numbers.
- 3** Client phones
  - a.** Insert correct locations.
  - b.** Insert correct extensions.
- 4** Lab phones
  - a.** Create list from walkthrough.
  - b.** Insert extensions.
  - c.** Insert jack numbers.

## Friday Switch Work

- 1** Tasman switch: Change the UDP table to EPN 6 for all extensions to be uplifted
- 2** Zanker switch
  - a.** Remove all extensions to be uplifted from the switch.
  - b.** Change the UDP to correct AAR code for each extension.

## PBX Cleanup

- 1 List stations that still reside on EPN.
  - a. Remove all stations.
  - b. Change UDP tables in the switch to reflect removal.
- 2 Create a spreadsheet with all remaining extensions and send data to operations.

## Add IP Phone

You might have to manually add IP Phones to the system. Use the following procedures:

- 1 Enter a MAC Address column on the spreadsheet.
- 2 Enter **Description** as per the naming standards.
- 3 Select **Device Pool** as per the spreadsheet.
- 4 Enter **Calling Search Space** = Unlimited Access (853=CSS\_SJAllServices).
- 5 Select button template **Default 7960**.
- 6 Select **Insert**.
- 7 Select **Line 1**.
- 8 Enter **Directory Number** as per the Emptel column on the spreadsheet.
- 9 Select **Partition** = San Jose Campus (853=Cisco).
- 10 Enter **Calling Search Space** = Unlimited Access (853=CSS\_SJAllServices).
- 11 Select **Call Waiting** = ON.
- 12 Enter **Forward Busy Destination** = Voice Mail Numbers, as per Section 1.
- 13 Enter **Calling Search Space** = Unlimited Access (853=CSS\_SJAllServices).
- 14 Enter **Forward No Answer Destination** = Voice Mail Numbers, as per Section 1.
- 15 Enter **Calling Search Space** = Unlimited Access (853=CSS\_SJAllServices).
- 16 Enter **Display** as per **Naming Standards** in Section 2.
- 17 Select **Insert and Close**.
- 18 Reset the phone.

To add User Directory information, do the following:

- 1 Enter **First Name**, as per the spreadsheet.
- 2 Enter **Last Name**, as per the spreadsheet.
- 3 Enter **User ID**, as per the spreadsheet.
- 4 Enter **abcd** for Password.
- 5 Enter **abcd** for Confirm Password.
- 6 Enter the directory number as per the Emptel column found within the spreadsheet.  
Select **Associate Devices**.
- 7 Search for the associated phone.
- 8 Select **Check Box** and **Radio Button** as primary extensions. Select **Insert**.

## Add Analog Phone

- 1 Select the proper Gateway card.
- 2 Choose the next available port, and select **Add DN**.
- 3 Enter **Ext.** for Directory Number on the spreadsheet.
- 4 Enter **Partition** = San Jose Campus (853=Cisco).
- 5 Enter **Calling Search Space** = Unlimited Access without VM (853=CSS\_SJAllServicesNoVoiceMail).
- 6 Enter **Display** in the Display column on the spreadsheet.
- 7 Select **Insert and Close**.
- 8 After you've added all ports, perform a reset; then restart on the Gateway for changes to take effect.

## Phone Tests

### Outgoing Call Tests

- 1 Test dialing voice mail numbers: xXXXX, xXXXX, xXXXX, xXXXX
- 2 Test calling PacBell 1000 Hz test number: 9-727-xxxx

## Incoming Call Tests

- 1 Test call the new phone from another phone by dialing the 5-digit extension, and let the phone ring to ensure that voice mail picks up. (Enable voice mail on all IP Phones except for analog and guest phones.) (See Appendix 4-G, “Cisco IP Phone Test Procedure.”)
- 2 Test call the new phone from another phone (9-xxx-xxxx) to ensure that the steering is correct.

## IP Phone Spreadsheet Creation Procedures

### Cutsheet Cleanup

- 1 Start with the template IP Phones spreadsheet.
- 2 Set the column to do a =PROPER function on the first and last names to set Users case properly.
- 3 Select **Copy > Paste Special** when inputting users, labs, common areas, and guest phones into a single IP Phone spreadsheet.
- 4 Spot-check the BAT Phones worksheet, and ensure it is displaying correct data.
- 5 Do a find and replace for any commas with spaces in the BAT phones description.
- 6 Ensure that the reception phone has a generic name and not the username of the receptionist.

### BAT Users Worksheet Creation

- 1 Sort IP Phones by user ID.
- 2 Copy individual columns using Paste Special > Values of EMPFIRST, EMPLAST, USERID, MAC ADDRESS, and EXT. to the BAT Users worksheet.
- 3 Delete excess rows in the BAT Users worksheet for phones that do not have user IDs.
- 4 Re-sort the main IP Phones worksheet by FLR and SPID.

## BAT Phones Worksheet Creation

The BAT Phones worksheet is created automatically as it is referencing the IP Phones worksheet.

---

**NOTE** Never sort on the BAT Phones worksheet. If you need to conduct a sort, use the IP Phones worksheet instead because it automatically sorts the BAT Phones worksheet for you. Performing a sort using the IP Phone worksheet ensures that you can re-sort the BAT Users worksheet without problems.

---

## BAT Import Procedures

### Create BAT Phone Import Files

- 1 BAT tools are constantly changing. Check with your Cisco engineering team for a list of vendors or software applications that can perform the BAT functionality. At the time of this book release, Unimax was a preferred vendor in the area of bulk admin, template creation, batch scheduling, audit trials, ad-hoc reporting, and automatic database synchronization.
- 2 Load the IP Phone spreadsheet and BAT.XLT spreadsheet into Excel.
- 3 Sort the IP Phones worksheet by the EMPTEL column.

---

**NOTE** Be sure to select all columns when sorting!

---

- 4 Switch to the BAT Phones worksheet and select from Column A to G a group of phones for a single device pool. Then select **Copy**.
- 5 Switch to the BAT.XLT Excel spreadsheet, Phones worksheet. Select **Paste Special**; then select **Values** within the Paste Special option.
- 6 Click the **Export to BAT** button; then enter a filename to save the .txt files.  
Example Name: c:\bat\ph525bdh.txt
- 7 Delete data that was copied to the BAT.XLT spreadsheet.
- 8 Repeat Steps 3–6 for all device pools in all clusters.
- 9 When you are finished creating all text files, check the beginning and end users in the text file against the spreadsheet that you used to scan the MAC addresses to ensure that the files are correct.

## User BAT Phone Import Files

- 1 Sort the BAT Users worksheet by the EXT column.
- 2 Select from Columns A to F all the phones for a given cluster; then select **Copy**.
- 3 Switch to the BAT.XLT spreadsheet, Users worksheet. Do a Paste Special; then select **Values** within the Paste Special option.
- 4 Click the **Export to BAT** button. Then enter a filename to save the .txt files.  
Example name: c:\bat\users525.txt
- 5 Delete data that was copied to the BAT.XLT spreadsheet.
- 6 Repeat Steps 2–5 for all users in all four clusters.
- 7 When you are finished creating all the text files, check the beginning and end users in the text file against the spreadsheet that was used to scan the MAC addresses to ensure that the files are correct.

## Running BAT

- 1 Select **Application > BAT** from Call Manager.
- 2 Select **Configure > Phones**.
- 3 Enter the filename, such as c:\bat\ph525bdh.txt.
- 4 Select the correct template; then double-check it against the filename entered.
- 5 Select **Insert**; then view the resulting log file.
- 6 Record any errors or conflicts.
- 7 Repeat Steps 3–6 for all device pools in a cluster.
- 8 Select **Configure > Users**.
- 9 Enter the filename, such as c:\bat\users525.txt.
- 10 Select **Insert**; then view the resulting log file.
- 11 Record any errors or conflicts.
- 12 Repeat steps 1–11 for all clusters.

## Restricted Phone Configuration Procedures

- 1 Select the phone to be configured.
- 2 Change the Calling Search Space to Local without VM (853=Local).
- 3 Select line 1.
- 4 Change the Calling Search Space to Local without VM (853=Local).
- 5 Select **Update and Close**.
- 6 Reset the phone.

## Miscellaneous Phone Installation Notes

- 1 Plug the IP Phone into an available yellow or green jack.
- 2 If both the yellow and green jacks are in use, connect the phone to the PC, and ensure that the cable is plugged in properly and you hear a click.
- 3 Leave documentation only at user desks, not in common areas.
- 4 For wall phones, loosely screw the bottom black screw into the wall plate to secure the phone.
- 5 Identify any rogue (extensions with 4xxxx) phone extensions and location information.
- 6 Identify any locations in which a phone was swapped for someone who appears to already have an IP Phone.
- 7 Identify any locations with headsets.
- 8 Place the new phone in the same location as the old phone. If necessary, use a longer patch cable.

## Floor Walkthrough Checklist

- 1 Identify the cube and phone number for any remaining PBX phones that give a test tone when dialing 9-727-0020.
- 2 Identify the cube and phone number for any rogue phones—that is, phones that have extension 4xxxx.
- 3 Pick up any remaining PBX phones.
- 4 Ensure that all office doors are locked and that all IDFs/BDFs are closed.
- 5 Clean up any garbage that might have been missed.

## Wall Phone Wiring Punchdown

Punch down the 110 block in the following manner:

White 110 Block (to RJ-45 Patch Panel)

```

3 4 5 6
| | | |
3 4 5 6
    
```

Wall Phone 99x 110 Block

## Headset Support

Use the following sample procedures with the different models of headsets.

Headset Model	Procedure
Plantronics	<ol style="list-style-type: none"> <li>1. Remove the existing headset block and leave at the desk; it is no longer required.</li> <li>2. Plug the headset directly into the 7960 headset jack, and test it to ensure that it is functioning properly.</li> </ol>
Telelink–SoftTalk Communications	Highlight the web address on the user project page, and inform the user that this model does not work with the Cisco IP Phone.

## Boss/Admin Phone Configurations

Examples: Boss Ext.: xxxxx

Following is a sample template used to collect boss/admin information.

Use the Administrative Assistant ID form to identify and verify all admins by floor and their call coverage requirements.

Retrofit Administrative Assistant Identification Form					
No.	Name	Ext.	Cube Location	Supporting Manager(s)	Supports Call Coverage/ Name and Ext.

To ensure uniformity and consistency between the various support groups, the implementation team used the following template to standardize all the boss/admin configurations.

**Table 4-1** *Boss Admin Configuration Template*

<b>Boss X79551</b>			<b>Admin X75339</b>		
Line 1 79551	Partition	Fourth line	Line 1 75339	Partition	San Jose campus
	CSS	Unlimited		CSS	Second line
	FWDB	74800 unlimited		FWDB	75339 second line
	FWDNA	74800 unlimited		FWDNA	74800 unlimited
	Call Wait	On		Call Wait	On
Line 2 79551	Partition	Third line	Line 2 75339	Partition	Second line
	CSS	Fourth line		CSS	Third line
	FWDB	79551 fourth line		FWDB	75339 third line
	FWDNA	74800 unlimited		FWDNA	74800 unlimited
	Call Wait	Off		Call Wait	Off
Line 3 79551	Partition	Second line	Line 3 75339	Partition	Third line
	CSS	Third line		CSS	Unlimited Access
	FWDB	79551 third line		FWDB	74800 unlimited
	FWDNA	74800 unlimited		FWDNA	74800 unlimited
	Call Wait	Off		Call Wait	Off
Line 4 79551	Partition	San Jose campus	Line 4 75339	Partition	Third line
	CSS	Second line		CSS	Fourth line
	FWDB	79551 second line		FWDB	79551 fourth line
	FWDNA	79551 second line		FWDNA	74800 unlimited

*continues*

**Table 4-1** Boss Admin Configuration Template (Continued)

<b>Boss X79551</b>			<b>Admin X75339</b>		
	Call Wait	Off		Call Wait	Off
			Line 5 75339	Partition	Second line
				CSS	Third line
				FWDB	79551 Third line
				FWDNA	74800 unlimited
				Call Wait	Off
			Line 6 75339	Partition	San Jose campus
				CSS	Second line
				FWDB	Second line
				FWDNA	79551 Second line

### Standard Boss/Admin: Two Phones with One Line Ringing on Both Phones

Use the following procedures to configure a standard boss/admin setup:

- 1** On the boss phone, make the following changes:
  - a.** Type on Line 1: (user's extension) in Partition=2nd Line
  - b.** Within Calling Search Space: select **Unlimited**
  - c.** Within Forward Busy: input extension in Calling Search Space Unlimited
  - d.** Within Forward No Answer: input extension in Calling Search Space Unlimited
  - e.** Within Line 2: Select extension in Partition=San Jose Campus (853=Cisco)
  - f.** Within Call Waiting: select the **Off** option
  - g.** Within second line: select **Calling Search Space**
  - h.** Within Forward Busy: input extension in Calling Search Space second line
  - i.** Within Forward No Answer: input extension in Calling Search Space second line

- 2 On the admin phone, make the following changes:
  - a. **Select Line 2:** input extension in Partition=San Jose Campus (853=Cisco San Jose Campus)
  - b. Select Call Waiting: **Off**
  - c. Within second line: select **Calling Search Space**
  - d. Within Forward Busy: input extension in Calling Search Space second line
  - e. Within Forward No Answer: input extension in Calling Search Space second line

### Standard Boss/Admin in Two Locations (Four Phones Total)

Repeat standard boss/admin steps for two new phones.

### Known Boss/Admin Feature Limitations

The following are a few admin feature differentiators within the boss/admin configuration. As new versions of CallManager are released, so are new phone features and enhancements. Check with your Cisco engineering team for a list of standard phone features. In the meantime, communicate the differences in features to the end users:

- The Message Waiting Indicator does not display on the boss' phone; instead, you have to look for the Envelope symbol on the display beside the Boss extension to determine whether the boss has a voice mail waiting.
- To check voice mail on the admin phone, select the admin line first; then press the **Messages** button. Depending on the line you are using, just pressing Messages might take the admin to the boss's or user's voice mail box.
- If the boss is using his first line, it is not displayed as in-use on the admin phone. If the boss is using his second line, it *is* displayed as in-use on the admin phone.

## Voice-Mail Only Configurations

Use the following procedures to set up users with voice mail only and no desk phone:

- 1 Search for 0000000 in the appropriate phone cluster.
- 2 Assign the MAC address of the phone to the next available sequential number.
- 3 You can then reassign the phone to another user or return the phone to inventory.

## Troubleshooting Cisco IP Phones

Use the following tips to troubleshoot Cisco IP Phones.

Problem	Resolution
Rogue phones (extension 4xxxx) on the cutsheet	<ol style="list-style-type: none"> <li>1. Verify that the MAC address of the phone is configured correctly within the cutsheet and that you've selected the correct CallManager cluster.</li> <li>2. Disconnect the phone from the network.</li> <li>3. Delete the phone from the CallManager cluster.</li> <li>4. Attach the phone to the network, and test.</li> </ol>
Rogue phones not on the cutsheet	<ol style="list-style-type: none"> <li>1. Check whether the MAC address of the phone is configured for a location in any of the other CallManager clusters.</li> <li>2. If the MAC is configured in a cluster, correct the phone as per rogue phones.</li> <li>3. If the phone is not configured anywhere, identify the phone location, and include in report.</li> </ol>
Duplicate user error when loading BAT	Go to the user's cube to see whether an IP Phone already exists. If so, do not install a new phone and delete the new phone out of CallManager. If a PBX phone exists, go to the user directory and associate the UserID with the new phone.
Mispulled PACBell line in the BDF	Contact team lead with jack information.
Phone does not boot	<p>Is the phone stuck on the opening or recycling screen?</p> <ol style="list-style-type: none"> <li>1. Ping the IP address of the phone and disconnect it from the network to ensure that it is getting an IP address.</li> <li>2. If the phone does not get an IP, and DHCP is disabled on the phone, do **# at the phone to unlock the configuration so that you can enable DHCP.</li> </ol>
Analog ports do not work	<ol style="list-style-type: none"> <li>1. Verify the wiring.</li> <li>2. Problems can occur if extensions on ports are changed on an FXS card where a reset from the CallManager does not work. Contact the team lead to get the FXS card resets.</li> </ol>

## War Room FAQ

Use this list to ensure a consistent message to users when they have questions concerning operational policies.

<b>Problem</b>	<b>Resolution</b>
I moved buildings, and my phone does not work.	The move team Telecom help desk supports this. Call xxxxx Option #3.
Will phones work with Oryx?	Oryx is not supported at this time. Future enhancements to Cisco IP Phones will provide all the features of Oryx.
The time is off on the phones.	This is a problem that IT engineering is working on.

## Retrofit Project FAQ

<b>Problem</b>	<b>Resolution</b>
My old PBX phone does not work.	After a building is fully retrofitted and the PBX EPN is disconnected, your old PBX phones will not work in the building.
When is my building scheduled for retrofit?	The Retrofit Project will eventually convert all phones on the San Jose campus. You can find the deployment schedule on the AVVID Retrofit project website.
Will my fax machine work after the retrofit?	All faxes and Polycoms will function as usual with no disruption in service.
My boss and I share a phone line. Will this still work?	The same prefix is required for shared lines. (That is, both the boss and admin need to have the same prefix.)
I need to change my phone number.	If an admin wants to change his phone number to support a manager, 48–72 hours are required to request the new phone number to support this configuration.
Who will make sure my shared line with my manager still works?	Boss/admin shared line configurations are not automatic; you must request them in advance.
Can I keep my modem line?	Unapproved modem lines will be terminated.
What do I do with my extra PBX phone?	If you have an extra PBX phone, contact the operations center (555-1212) for pickup.
Will my headset work on the new IP Phone?	Most headsets work on the IP Phone. If not, you must place a new order through the vendor.

*continues*

<b>Problem</b>	<b>Resolution</b>
How do I set up speed dial?	Your IP Phone will be able to use speed dial after it is retrofitted. The password will be xxxx, yyyy, or cis-coxxx.
Can I use the call forward feature?	The call forward feature can forward to internal and external numbers using the Cisco IP Phone. However, it is not recommended for admin call coverage configuration.
Will Oryx still work?	Oryx is not a supported feature on the IP Phone. In a future IP Phone release, a comparable IP Phone solution (Personal Assistant) for single number reach will be available.
How many lines do I get for a shared line appearance configuration?	Admin configurations for shared line appearances can use up to two lines.
Because I am an admin, do I get a special phone?	The same model of IP Phone will be deployed to all users.
Will my voice mail still work on the new phone?	All voice mail functionality and passwords will remain unchanged.
I want to learn more about the IP Phone.	If you want to use the IP Phone online tutorial, go to <a href="http://ipsupport.com">http://ipsupport.com</a> .
Where do I call if I have more questions?	You can contact the Retrofit Ops Center team at 555-1212. Help desk cases are not opened during the first 48 hours after a building has been retrofitted. You can send all user questions and concerns to <a href="mailto:retrofit-case@cisco.com">retrofit-case@cisco.com</a> .

## Sample Retrofit Issues Log Report

Create an issues log report to capture all outstanding issues and to ensure accurate and timely resolution of all problems. After the operations center is closed, send the issues log to the help desk so that the issues and resolution techniques can be added to their troubleshooting procedures script.

<b>Caller Name</b>	<b>Employee Telephone</b>	<b>Floor/Cube</b>	<b>Problem</b>	<b>Resolution</b>
User A	x-xxxx	2-J6-7	Phone installed in wrong cube	Moved phone to correct cube
User B	x-xxxx	4-G5-7	Cable too short/Headset not working	Replaced cable; reinstalled headset
User C	x-xxxx	2-C7-6	Cable too short	Replaced cable