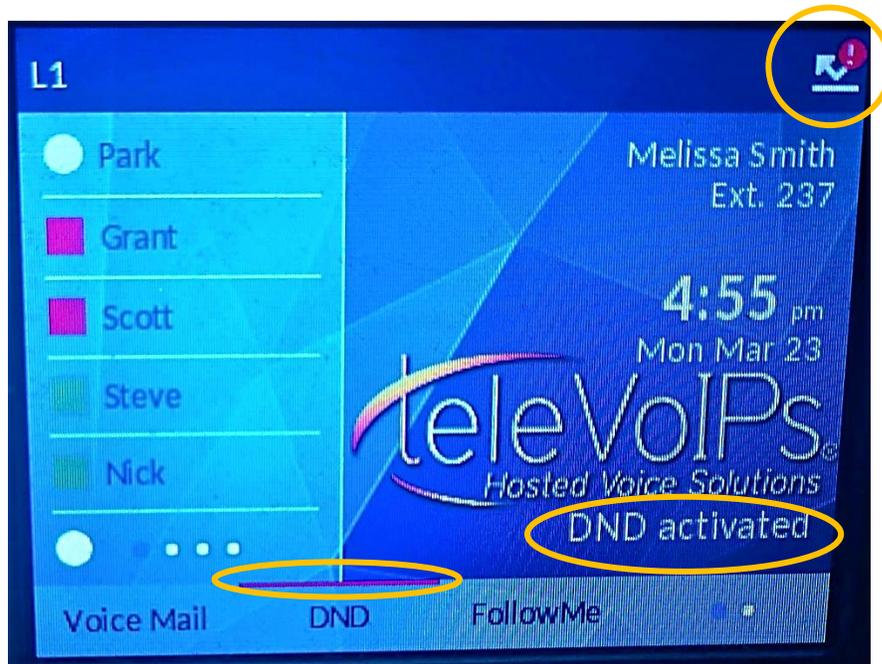# Do-Not-Disturb Verification Process

Follow the directions below to troubleshoot an extension that is going straight to voicemail to ensure no form of Do-Not-Disturb or Pause is being used.
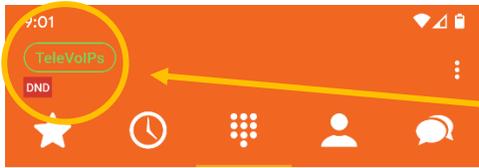
1. Mitel Phone Do-Not-Disturb

   a. Verify the Mitel phone is not on Do-Not-Disturb. See screenshot below for an example of a Mitel phone on DND.
   b. If Do-Not-Disturb is on, use the DND softkey under the home screen to turn off Do-Not-Disturb.
   c. Perform a test call to ensure phone begins ringing again.

2. Softphone Do-Not-Disturb

   a. To check if DND is on, view the TeleVoIPs icon in the top left corner of the screen (it will show a DND marker). Click the TeleVoIPs icon to toggle off DND. See screenshots below.
   b. Verify that push notifications are on in the softphone by using the 3 dots in the upper righthand corner of the dialer screen to enter Settings.
   c. Click "Incoming Calls" and ensure "Push notifications" is selected.
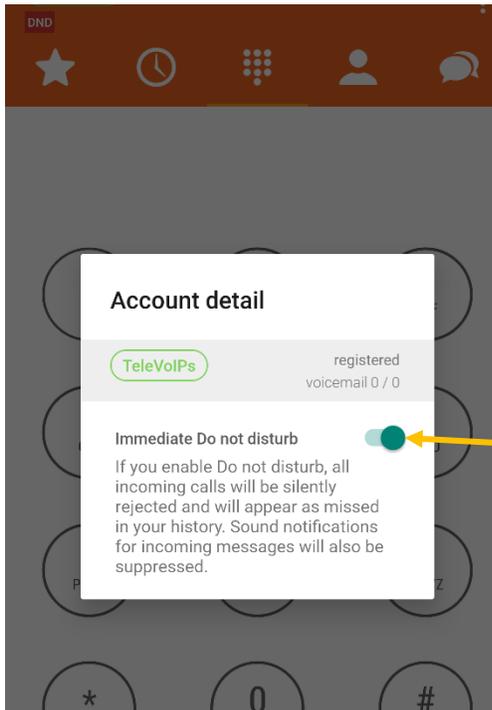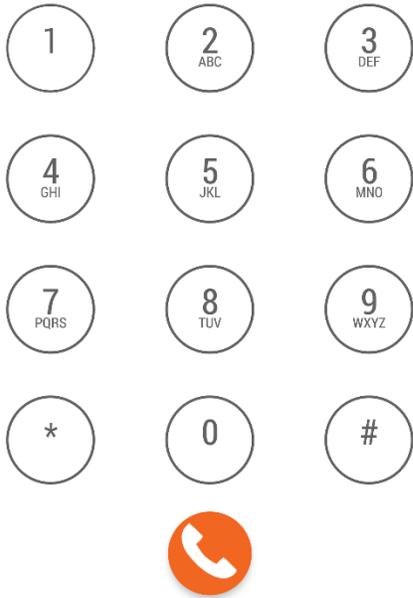   d. Perform a test call to ensure softphone begins ringing again.

Note the DND icon next to the TeleVoIPs button. This indicates DND is ON.

The color of the TeleVoIPs button indicates whether push notifications have been enabled.
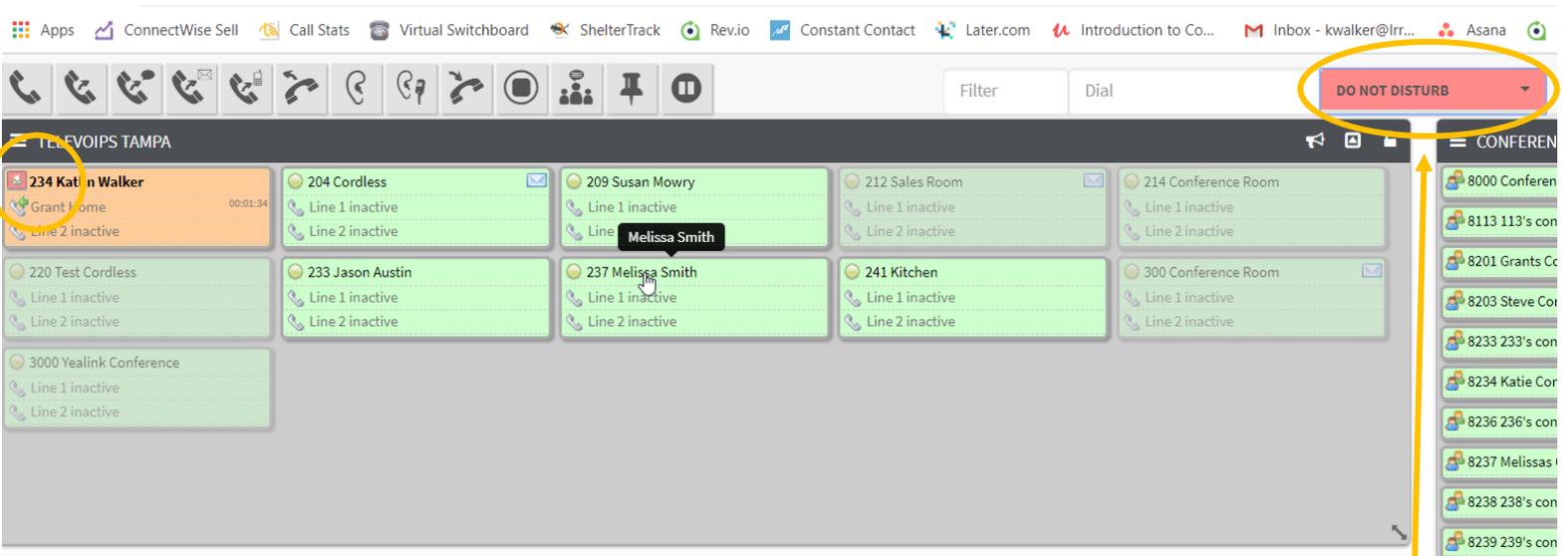
Green=notifications on

Red=disconnected

Account detail

TeleVoIPs

registered
voicemail 0 / 0

Immediate Do not disturb

If you enable Do not disturb, all incoming calls will be silently rejected and will appear as missed in your history. Sound notifications for incoming messages will also be suppressed.

Clicking the TeleVoIPs icon in the top left will allow you to turn DND off using the toggle button here.

3. FOP Pause & Do-Not-Disturb

   a. Log into FOP. To do this, you must have a remote connection or VPN into a location that has already been authorized for FOP access.
   b. Verify whether Do-Not-Disturb is on. You will see the DO NOT DISTURB status in the top right and the indicator on your extension as well. Use the dropdown to change status to AVAILABLE. See screenshot below.
   c. Verify whether Pause is on by checking for a clock icon in the right corner of that extension. Use the green dot to the left of the extension number to change the status to "Unpause."
   d. Perform a test call to ensure the extension begins ringing again.

Pause is indicated by the clock symbol. Click the green dot to change status from paused to "Unpause."

Use this dropdown to change status from "DO NOT DISTURB" to "AVAILABLE".