

Dialer troubleshoot - frequently asked questions

Issue	To do	Instructions	Screenshots
<i>Dialer did not start</i>	Check if there are any contacts under the Members tab to dial	Click Queue > Dialer > Members and check if there are any added members	
	Check the working hours on the dialer's corresponding Calendar	<ol style="list-style-type: none">1. Click Queue > Dialer > Members and see which calendar is currently selected in the Calendar field2. Click Calendar, find the corresponding Calendar and check working hours set by that Calendar.	

	<p>Check the Gateway the dialer uses for making calls</p>	<ol style="list-style-type: none"> 1. Click Queue > Dialer > Call Routing and see which gateway is currently used by the Dialer to make calls 2. Click Gateways, find the corresponding Gateway and check if it is in the "REGED" status 	
<i>Dialer campaign has stopped</i>	<p>Check if there are any dialed numbers left under the Members tab</p>	<p>Click Queue > Dialer > Members and check the "End cause" column for the blank cells for each contact</p>	
	<p>Check if there are any dialed numbers left under the Members tab</p>	<p>Click Queue > Dialer > Members and check the "End cause" column for the "MAX_TRY_COUNT" value for each dialer contact.</p> <p>If this value is present in the column for all contacts, it means that the maximum number of dial attempts has been reached, after which the dialer completed the work.</p>	