

Repair Request #8161

ID	#8161
Kind	Repair
Campus	Boca
Requester	Ms. Carolina
Description	Hi, I need help with our Google Voice setup. Our Google Voice number is 954-408-2311. Incoming calls are reaching Google Voice and I can see the calls coming in on the computer, but the physical office phone is not ringing. The office phone is connected to the TEL port on our Comcast Business equipment. In Google Voice, I see: Web Mr. Arturo Cell iOS Device Call forwarding: 754-204-8475 The 754-204-8475 number belongs to Mr. Arturo, not the office phone. Could you please check the Google Workspace/Google Voice administrator settings and verify what device or phone endpoint is supposed to ring when someone calls 954-408-2311? We want the physical office phone to ring for incoming calls.
Priority	Urgent
Due	
Target Date	
Remarks	[2026-10-06 14:29:00] AUTHORIZED and ASSIGNED to Arturo by arturo: This has been reviewed and is operating correctly [2026-10-16 14:02:50] Completed order moved to Archived by arturo through Approval Center bulk archive.
IP	73.179.9.92
Reviewed	Yes
Reviewed By	System — Direct to Authorization

Reviewed At	2026-10-01 11:09:22
Authorized By	arturo
Authorized At	2026-10-06 14:29:00
Denied By	
Denied At	
Denial Reason	
Reopened By	
Reopened At	
Reopen Note	
Started	2026-10-13 12:29:30
Status	Archived
Assigned To	Arturo
Submitted At	2026-10-01 11:09:22
Updated At	2026-10-16 14:02:50
Archived At	2026-10-16 14:02:50

Original Photos

Original Photo 1

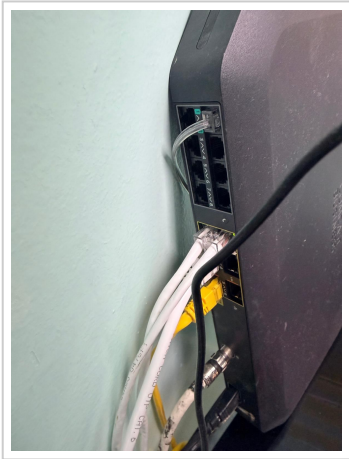


Photo Note: The line is properly conected.

Original Photo 2



Photo Note: In a call from another device but nothing shows on the physical phone screen

Original Photo 3

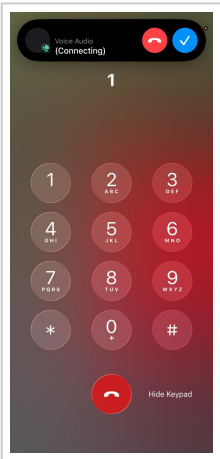


Photo Note: We are calling but goes straight to the Google voice.

Completion Photos

No completion photos attached.