**How to troubleshoot your communicator if you cant make an outbound call 101**

1. Log out of communicator and top right above log in email you will see a grey wheel. Click wheel then log in options and make sure the desk phone is not checked. Hit save

Try making call

1. Unplug headset usb chip or cord from back of PC and plug in new port

Try making call

1. Have office phone system admin check extension enhanced services and make sure extension has a valid caller id

Try making a call

1. Check to make sure communicator version is up to date under about.

Try making a call

1. If all else fails reboot PC

Try making a call

1. Run speedtest.net to make sure you have proper internet speed
2. Call GTE for support