

I Have No Dial Tone. What to do?

Tue, Nov 19, 2019 [Digital Phone Service](#) 3439

1. The absence of a dial tone can be the result of bad connection with the Ethernet or Internet connection. Look for the **INTERNET Light (Front of Phone Adapter)**: This indicates if the adapter is receiving an active Internet connection from your provider. Usually if this light is "**NOT ON**" this means that the ATA (Phone Adapter) has not been registered properly. Power cycle the ATA by unplugging the power plug. If a router is installed at this location it may be necessary to also power cycle the router.

2. Ensure your phone is plugged to the Phone 1 port of the ATA (phone adapter). A common mistake is to plug it in the Phone 2 port, leaving Phone 1 empty. Phone 2 should be used only if there is a second line or a fax line.

3. Have you used a proper RJ-11 jack (commonly called a telephone jack)? If you have, check whether it is well fitted in the port. It will work only if you hear a 'click' when plugging it in, else it stays loose. There is a little tongue on the side of the jack that ensures proper 'clicking' and fitting of the jack to the port. That tongue very often easily gets torn off, especially with frequent removal and insertion of the jack. If that happens, have the jack replaced. If the RJ-11 cord is an old one, there are chances that it is not transmitting data as it should, due to the effects of temperature, deformation etc. Have the cords replaced.

4. The problem can also be with your phone set. Try connecting another phone and check if you get a dial tone.

5. Also, if your phone set is connected to the wall jack (PSTN) while being also connected to the adapter, you will not get a dial tone. This can furthermore be damaging to the equipment. A phone used with a VoIP adapter should not be connected to the PSTN wall jack, unless so specified.

6. If you are still experiencing problems call tech support at 803-533-1660.

Online URL: <http://ntinet.com/phpkb/article.php?id=16>