

No Dial Tone

August 2018

To save you time and possibly paying for a Service Call, please follow the directions below:

- 1) First, please check to be sure all extensions are properly hung up. This is the most common cause and phones can look like they are hung up and aren't. It will take a moment for the dial tone to return, if an extension was off the hook.
- 2) Second, check each phone to be certain the dial tone is not working on all phones. This is very important. If the dial tone works on one phone, then the issue is most likely with an extension.
- 3) Third, please check to be certain all direct wired phones and cordless phones are securely plugged in properly. The Base or Master Cordless Phone has two plugs – one is an electrical plug and one is a telephone line plug. The other Cordless phones have an electrical plug that plugs into an electrical outlet.
 - Check to be sure the cordless phone base telephone line and electrical plug are plugged in firmly.
 - Check to be sure the electrical plug on each cordless phone is plugged in securely.
 - If any of the cordless phones are plugged into an upper outlet, be certain the wall switch is turned to the on position.
 - Check to be certain each cordless phone battery is charged.
 - Then check to be sure each cordless phone is on the correct cradle and are in the correct location.
- 4) Fourth, please check all breakers in your electrical panel to be certain the telephone breaker is not tripped.

As a last resort, call FiOS Tech Support AT 1-888-553-1555, from another phone (cell, neighbors). Tech Support will run a signal and either repair or instruct as to what has to happen next.