Small Business VOIP Router: Problems with Dial Tone

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Contents

Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products.

Q. What can I do if I do not hear a dial tone and Phone 1 (Phone 2) is not lit?

A.

If you do not hear a dial tone, it is most likely that the phone is not properly connected to the Phone port of the router. In order to verify the settings needed for your VOIP connection, complete these steps.

Go through this checklist until your problem is solved:

- Connecting Devices Together
- Power Cycling
- Configuring the Tone Setting on the Telephone
- Ensuring the Network has an Active Internet Connection
- Verifying Account Information and Confirm that the Phone Line is Registered with VOIP Provider

Connecting Devices Together

> *Step 1:*
> The Phone1 port allows you to connect the router to your telephone (or fax machine) using an RJ−11 telephone cable (not included). This port is for your primary Vonage line.
>
> *Note*: Phone2 − If you have a second Vonage line, the Phone2 port allows you to connect the router to your second telephone (or fax machine) using an RJ−11 telephone cable (not included).
>
> *Step 2:*
> Check if the corresponding LEDs on the router are lit.
>
> *Step 3:*
> After checking the LEDs on the router, complete the steps in the next section.

Power Cycling

> *Step 1:*

Disconnect the RJ−11 telephone cable that connects the router and telephone.

Step 2:
Reconnect the RJ−11 telephone cable to the router.

Step 3:
After power cycling the router, complete the steps in the next section.

Configuring the Tone Setting on the Telephone

Make sure your telephone is set to its tone setting (not pulse). For instructions, consult the phone documentation. After you verify that tone setting on the telephone, complete the steps in the next section.

Ensuring the Network has an Active Internet Connection

After ensuring that you have an active Internet connection with your network, try to access the Internet and check if the router's Internet LED is lit. If you do not have a connection, power off your network devices, including the router and cable/DSL modem. Wait for 30 seconds and power on the cable/DSL modem first then power on the router and other network devices. After you verify that the network has an active Internet connection, complete the steps in the next section.

Verifying Account Information and Confirm that the Phone Line is Registered with VOIP Provider

The phone number, status of this Internet phone line, and other registration details are displayed on the router's Registration Status. If it is not registered, you should register it with a VOIP provider. For instructions, click here.

Related Information

- **Technical Support &Documentation – Cisco Systems**

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