

Small Business VoIP Router: Problems Making a Phone Call

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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 have problems making a phone call?

A.

If you are unable to make a phone call, the phone is most likely not connected properly to the Phone port of the router. In order to verify the settings needed for your VOIP connection, complete the steps outlined in this document.

Go through this checklist until your problem is solved:

- Connect Devices Together
- Power Cycle
- Make Sure the Network has an Active Internet Connection
- Verify Account Information and Confirm that the Phone Line is Registered with Vonage

Connect 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 you check the LEDs on the router, perform a power cycle. For instructions, complete the steps in the next section.

Power Cycle

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 you power cycle the router, make sure the network has an active Internet connection. For instructions, complete the steps in the next section.

Make Sure the Network has an Active Internet Connection

After you verify 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 the network has an active Internet connection, verify your account information and confirm that the phone line is registered. For instructions, complete the steps in the next section.

Verify Account Information and Confirm that the Phone Line is Registered with Vonage

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 Vonage. For instructions, click [here](#).

Related Information

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