

Phone problem troubleshooting sheet

No Dial Tone

1. Are all the phones having this problem?
2. Reboot the modem- Unplug the modem from the wall...make sure this is the electrical cord *not* any of the modem cords—Please leave all other cords connected to the modem alone.



Electrical Cord

3. Wait until the modem has no blinking lights.
4. Plug modem back in.
5. Wait ten minutes.
6. Try phone again
7. If you still have no dial tone, call/stop by city hall.
We will send a technician to work on it.

Cannot call in or out on phone or Phone calls are being dropped

Tell them to make 3 test calls and call/stop back with the following information:

Can you receive calls? Yes/No

Can you call out? Yes/No

Call from Number:

Call to Number:

Time of Call:

Result (what happened):

Call/stop by City Hall—We will call Packerland to help you.

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