# No Dial Tone

**If you're experiencing no dial tone with your phone, please check to make sure all phones are on the hook and that cordless phone batteries are charged.**

Please consider trying the following to restore service:

1. Try to plug a working corded phone into different jacks to find out if the issue is isolated to one phone or jack.
2. Plug the phone directly into your telephony gateway to determine if the issue may be related to the wiring inside your home.
3. Check that the coax cable is correctly connected to the telephony gateway and the wall outlet.
4. Make sure the phone cord is properly connected to the back of your telephony gateway and or phone jack.
5. Check that your telephony gateway is connected to power and that the power light is lit. If the lights are off on the telephony gateway try plugging it into another outlet.
6. Look to see if the telephony gateway is online. Check the front of your telephony gateway and confirm that the online light is on and solid. If the online light is off there could be an **outage** in your area.
7. Restart your telephony gateway. Disconnect the power cord on the back of the telephony gateway, wait 30 seconds then plug the power cord back in. Check for dial tone once the telephony gateway is powered up and online.

If the issue isn't resolved, please contact our Technical Support Team at **1-866-832-6020**