

Voice Services - Basic troubleshooting Checklist

Below are common problem reports and basic steps callers may take before contacting Voice Services to create a repair or service request.

No dial tone.

I cannot make calls.

I cannot receive calls.

Incoming calls are not for me.

I hear noise on line.

I cannot hear anything through the receiver.

Phone will not ring.

My calls are disconnected.

Problems may be the result of faulty equipment or poor connection. Callers can perform for basic troubleshooting by checking the telephone controls and cords to ensure they are set correctly. For example callers may-

Verify that all volume controls are adjusted properly.

Verify that the phone cable is securely plugged into the wall jack.

Verify that all phone cords are firmly seated into the phone set.

If a second phone set is available, callers may plug it into the wall jack and listen for the same problem condition.

When I try to make a call I hear a fast busy signal.

Usually indicates a call routing problem. Try your call at a later time, or contact Voice Services.

Faxing of document – send or receive fails.

Verify fax machine is on.

If you are able to locate the correct wall plate and jack for the fax, verify cable is securely seated in wall jack.

Contact Voice Services

To report a problem or create a service request, contact Voice Services at 732-445-7541 or via email at voice@rutgers.edu.

Questions?

Questions or concerns regarding this document should be directed to the following email address, voice@rutgers.edu