

## **Phone Troubleshooting: Common Problems with Common Solutions**

### **No Dial Tone?**

1. Verify that you have your phone plugged into the phone jack, not the network jack.
2. Try your phone in a different, working phone jack. If it doesn't work there, then the problem is probably with your phone set.
3. Try a different phone in your phone jack. If that phone works, then the problem is probably with your phone set.
4. Try checking your voicemail from a different phone and save or delete all new messages. This will remove the stutter dial tone. If your phone after doing this, then your phone can't work with the stutter dial tone. Unfortunately, it is not possible to turn off stutter dial tone for your extension.
5. Contact IT and be prepared to offer an alternate means of contacting you (cell phone, email).

### **Stutter Dial Tone?**

The voicemail system uses a stutter Dial tone to indicate there is a new message in the mailbox. Once you have saved or deleted your new messages, the stutter Dial tone will go away. It is the policy of Student Life that all resident rooms must have a voicemail account for announcement purposes. You may still use an answering machine if you wish, but the voicemail account cannot be deleted.

### **Can't Reach an External Phone Number?**

1. Do you get a voice recording of any kind? If so, this message is coming from outside of NCU and indicates that your call is successfully leaving campus. Recheck the number to dial.
2. Are you dialing a long distance number without an authorization code? If so, you will need to obtain a code from IT in Miller Hall 226.
3. Are you dialing an international number using an authorization code? By default, authorization codes are enabled for domestic long distance numbers, but not international. Please contact IT and request that your code be enabled for international calling.