

Having issues with your FiOS telephone service?

You can often solve problems with your FiOS telephone service by following a few simple procedures. The list below provides help for the most common FiOS telephone issues you may encounter.

If you're not sure if your phone uses fiber (FiOS) or copper (analog) lines, compare the [differences between FiOS and standard phone service](#) and then follow the appropriate troubleshooting steps.

For account maintenance issues or information about calling features for your FiOS phone service, see the [Question and Answer](#) section of the verizon.com web site.

Troubleshooting your FiOS telephone line

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FiOS Hardware Troubleshooting

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Not a FiOS telephone subscriber?

If you are not a FiOS phone line subscriber, you may want to:

- Get [customer support](#) for your analog phone service
- Determine the [FiOS availability](#) in your area
- Learn more about [switching to FiOS](#) service

What is an Optical Network Terminal (ONT)?

An Optical Network Terminal (ONT) is a small box Verizon provides that is generally located on an outside wall of your home. It has a power cord that goes into your home through your Battery Back-Up Unit (BBU) where it plugs into an existing standard AC outlet.

The ONT installed at your home will look similar, but may not be identical to the model shown below.



Important:

Although the lines are grounded, do not attempt to open the ONT or test the lines during rain, a thunderstorm, or other hazardous weather conditions. If there is a loud hum on the line, do not test the ONT. Contact [Fiber Solutions Customer Support](#) for assistance.

What is a Battery Back-up Unit (BBU)?

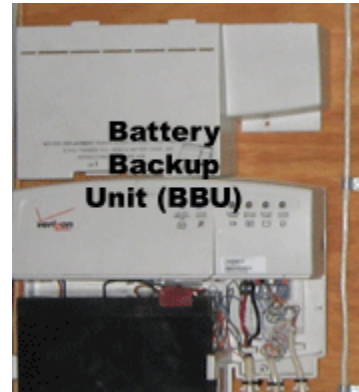
Your Battery Back-up Unit (BBU) is a Verizon device that comes with your FiOS service and is installed in a location where it can be easily monitored such as inside your home or garage.

If your Optical Network Terminal (ONT) is accidentally unplugged - or if there is a power failure - your BBU provides power for your phone service for up to 8 hours.

Note:

The BBU provides power to let you make and receive phone calls during a power outage. It does not provide power to operate your Internet service or router.

Your BBU contains a series of indicator lights that tell you whether your service is being powered by your home's electricity or the battery.



BBU Light Indicators

Use the chart below to determine the status of your BBU:

Status Light	Color	Status
AC	Green	BBU is operating normally
AC	Yellow	BBU is operating on battery power
AC	Unlit	Check to ensure the power cord is plugged in
Output	Green	BBU is operating on battery power, normally this light is off
Battery	Red	Battery is either not connected or needs to be replaced, normally this light is off

Replacing the battery in your Battery Back-up Unit (BBU)

The average life of your battery is between 2 and 4 years, depending on the temperature range where it is located. When your battery does need replacing, you can purchase the required sealed lead-acid battery at major electronics outlets and home improvement stores.

Note:

Battery disposal standards and requirements vary by state. If you need to replace the sealed lead-acid battery in your BBU, please refer to the [Environmental Protection Agency](#) resources for proper disposal instructions.

Checking the Battery Back-up Unit (BBU) for power

1. **Have you had a power outage in the last eight hours?**
 - **Yes:** Your BBU provides up to 8 hours of power to your phone service. Check the red battery status indicator light on the BBU. If the red battery light is on, go to step 2.
 - **No:** Go to Step 3.
2. **Check to ensure the battery is properly connected in the BBU. Is the battery light still on?**
 - **Yes:** Replace the battery in your BBU. You can purchase a replacement battery at major electronics outlets and home improvement stores. If the red battery light remains on after you have replaced the battery, contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to [Checking the ONT for Power](#).
3. **Do any of the following conditions apply?**
 - **The power cord is unplugged:** Make sure the power cord is plugged into a working AC outlet.
 - **The outlet the BBU is plugged into has a reset switch:** The outlet switch may have been tripped, press the reset button on the outlet.
 - **A fuse or circuit breaker is causing a power disruption to the outlet:** Check the fuse or circuit breaker to make sure your outlet is working. Reset the breaker or replace fuses if necessary. Once you have checked for and resolved the issues for this step, go to Step 4.
4. **Check the AC status indicator light on the BBU. What is the status of the AC light?**
 - **The green light is on:** The BBU is operating normally, go to [Checking the ONT for Power](#).
 - **The yellow light is on:** The BBU is operating on battery power, go to [Checking the ONT for Power](#).
 - **The AC status indicator light is not on:** Contact [Fiber Solutions Customer Support](#) for assistance.

Checking the Optical Network Terminal (ONT) for power

To determine if the ONT has power, you will need to take the following items to the ONT:

- Flat-head screwdriver
- Flashlight (recommended)
- Copy of these instructions (recommended)

Also, bring a corded phone with you to the ONT if you are having problems making or receiving calls or if you are having voice quality issues.

Important:

Although the lines are grounded, do not attempt to open the ONT or test the lines during rain, a thunderstorm, or other hazardous weather conditions. If there is a loud hum on the line, do not test the ONT. Contact [Fiber Solutions Customer Support](#) for assistance.

1. **At the ONT, remove the screw that holds the ONT cover closed. Is the power light inside the ONT on?**
 - **Yes:** Go to Step 2
 - **No:** The ONT has lost power. This could have occurred if the ONT has been accidentally unplugged - or if there has been a power failure. Possibly, the battery is not properly connected or is dead. If you have not checked the Battery Indicator light or the battery connection, Go to [Checking the BBU for power](#).
2. **What is the status of the power light?**
 - **The green power light is on:** The ONT has power. Go to [Checking the service at the ONT](#).
 - **The power light is blinking:** The ONT is operating in Battery mode. A fully charged battery provides up to eight (8) hours of power for your phone service during a power outage. Go to [Checking the service at the ONT](#).

Checking the service at the Optical Network Terminal (ONT)

There are two hardware items that were installed when your residence was set up for FiOS service:

- [Optical Network Terminal \(ONT\)](#)
- [Battery Backup Unit \(BBU\)](#)

1. **Have you verified that the ONT and BBU are both receiving power?**
 - **Yes:** Go to step 2.
 - **No, I haven't verified if either device is receiving power:** It's a good idea to check both the BBU and ONT to ensure they are in working order before proceeding with the steps on this page. If you suspect your phone issue is due to a power outage, go to [Checking the BBU for power](#). Otherwise, go to [Checking the ONT for power](#).
 - **I've checked to ensure the BBU has power, but I haven't checked the ONT:** Go to [Checking the ONT for power](#).
 - **I've checked to ensure the ONT has power but not the BBU:** If your ONT has power then it is unlikely your phone issue is related to the BBU, go to step 2.
2. **Is there currently severe weather in your location or is there a loud hum on the line?**
 - **Yes:** Although the lines are grounded, **do not** attempt to open the ONT or test the lines during rain, thunderstorms, or other hazardous weather conditions. If there is a loud hum on the line, **do not** test the ONT. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to step 3.
3. Use a flat-head screwdriver and open the cover of the ONT. Remove the wire from the phone jack.



At left: An ONT with four (4) phone jacks. The model installed at your location will look similar but may not be identical to the picture shown here.

4. **Plug a corded phone into the phone jack and make a call to a local non-FiOS telephone number. Do you still have the phone issue you are trying to troubleshoot?**
 - **Yes:** The problem appears to be an issue with the phone line and not your equipment. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to Step 5.
5. Upon completing your troubleshooting procedure, screw the cover back on the ONT.

What if I live in a multi-unit dwelling and don't have access to the ONT?

In some multi-unit dwellings, you may need to gain access to the ONT by contacting your building manager or landlord.

I don't have a dial tone

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Is the problem happening on all phones?**

- **Yes:** Go to Step 2.
- **No:** Try using a different phone in a different phone jack to determine whether the issue is with the phone or the phone jack. If the issue is with the phone jack, contact [Fiber Solutions Customer Support](#) for assistance.

2. **Is the problem happening on all calls?**

- **Yes:** Contact [Fiber Solutions Customer Support](#) for assistance.
- **No:** Go to each device (phone, modem, fax, etc.) and begin disconnecting them one at a time. Start with any computer modem or fax machine line first, as it will be easier to check dial tone from a regular phone.

1. Disconnect the device and leave it disconnected.
2. Go to the next device.
3. After 30 seconds, check for a dial tone at the device.

If there is a dial tone: The last device that was unplugged is the faulty device and should be replaced. Reconnect all other devices except the faulty device and check each for proper operation.

You may find that the faulty device will now work when connected to the line. However, should the issue reoccur, you should suspect the faulty device as the cause. Disconnect it from the line and check it for a dial tone. If the trouble clears, replace the device.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

I'm having transmission issues with my phone

Follow the procedure below if you are experiencing any of the following transmission issues on your FiOS telephone line:

- Noise
- Static
- Other people on the line
- Cut offs

1. Is the problem happening on all phones?

- **Yes:** Go to each device (phone, modem, fax, etc.) begin disconnecting them from the phone jack one at a time.
 1. Disconnect the device and leave it disconnected.
 2. Go to the next device.
 3. After 30 seconds, place a call and check for transmission issues. If you cannot isolate the problem to a specific device or phone jack, [check the service at the ONT](#).
- **No:** Possible causes for this problem are:
 - You may have defective equipment. Sometimes pets, rodents, and insect infestations can cause problems with wiring, phone jacks, and even phone equipment.
 - Wet indoor phone wires or jacks can cause noise and static problems and can even cause equipment to stop working until they dry. Moisture inside a phone jack can cause mold growth and lead to additional problems.
 - Cordless phones can have noise or static, and sometimes other people can be heard on the line if they are on the same channel as another nearby cordless phone user.

If you still are having transmission issues, go to Step 2.

2. Is the problem happening on all calls?

- **Yes:** Go to each device (phone, modem, fax, etc.) begin disconnecting them from the phone jack one at a time.
 0. Disconnect the device and leave it disconnected.
 1. Go to the next device.
 2. After 30 seconds, place a call and check for transmission issues.

If you cannot isolate the problem to a specific device or phone jack, [check the service at the ONT](#).

- **No:** If possible, [check the service at the ONT](#) while the static or noise is present. If you hear static or noise while making a call from the ONT, contact [Fiber Solutions Customer Support](#) for assistance.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

I can't receive incoming calls

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Is the problem happening on all phones?**
 - **Yes:** Go to Step 2.
 - **No:** The problem is probably with one phone or one phone jack. Check to ensure that the ringer is turned on. If this does not solve the problem, plug a different phone into the phone jack and test it for ringing. If multiple phones ring when plugged into other jacks, but not this one, the trouble is either with the phone jack or the wiring to the phone jack.
2. **Is this problem happening on all calls?**
 - **No, Long Distance Calls Only:** The problem is probably an issue with the long distance provider of the incoming call. The caller should notify their long distance provider of the issue.
 - **No, Local Calls Only:** Go to Step 3.
 - **Yes, Both Long Distance and Local Calls:** Go to Step 4.
3. **Are you able to make outgoing calls to your local area?**
 - **Yes:** The issue may be that the local caller is not dialing the number correctly or they are having an outbound dialing problem.
 - **No:** There may be a local outage on your end of the phone line.
4. **What happens when your number is called?**
 - **The call goes straight to voice mail:** Your voice mail service is preventing the caller from ever reaching a busy signal. Check to make sure that you have no phones that are off the hook.
Note: A short in the wiring or any phone jack causes your incoming calls to go straight to voice mail. If you suspect this is the issue, do not attempt to fix the wiring yourself. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **The phone rings once and then cuts off:**
 - **If you have Call Forwarding:** Check to make sure the phone isn't set to forward calls to another number.
 - **If you don't have Call Forwarding or it is not set up:** There may be a problem with your phone. Replace the phone and see if the problem continues. **Note:** If there is a short in the wiring or any phone jack, this symptom could occur. If you suspect this is the issue, do not attempt to fix the wiring yourself. Contact Fiber Solutions Customer Support for assistance.
Note: If there is a short in the wiring or any phone jack, this symptom could occur. If you suspect this is the issue, do not attempt to fix the wiring yourself. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **The caller hears a ring on their end but you don't hear the phone ring on your end:** Check the ringers on your phones. You may have accidentally turned the ringer off or turned the ringer off and forgotten to turn it back on.
 - **The caller gets a busy signal:** Check all phones to ensure that none of them are off the hook. If this doesn't resolve the problem, the problem may be at the Optical Network Terminal (ONT) or there may be a problem with the wiring or phone jacks. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **The caller gets a fast busy signal:** This usually indicates a surge in phone line usage in your area. This problem can occur during certain holidays and other times when there are too many people trying to make calls at the same time. The caller should attempt to make the call later when the lines are not so busy.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

I can't make calls

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Is the problem happening on all phones?**
 - **Yes:** Contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Check to make sure your phone is set to **Tone** and press each button on the number keypad to ensure that they are not sticking or making a dull sound instead of a clear Tone. If this doesn't solve the problem, go to Step 2.
2. **Does the dial tone go away?**
 - **Yes:** Do you receive fast busy signals, a delayed dial tone, or disconnect recordings when you make a call? If yes, go to Step 3.
 - **No:** Contact [Fiber Solutions Customer Support](#) for assistance.
3. **Are you experiencing any of these conditions?**
 - **I receive a fast busy signal or I'm receiving a delayed dial tone:** Both of these issues can be caused by a surge in the phone line usage in your area. This problem can occur during certain holidays and other times when there are too many people trying to make calls at the same time. You should attempt to make your call later when the phone lines are less busy.
 - **I'm receiving a disconnect message:** Contact [Fiber Solutions Customer Support](#) for assistance.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

There is an echo on the line

There are a variety of reasons why you could have an echo effect on your FiOS telephone line. To determine whether the problem is with the network or the phone, follow the procedure below:

1. **Are you using a cordless phone?**
 - **Yes:** Turn down the volume and call a local, non-FiOS phone number. If you still hear an echo effect, go to Step 2.
 - **No:** Go to Step 2.

2. **Are there any DSL filters plugged into any phone jacks?**
 - **Yes:** Unplug any DSL filter that you find in any phone jack that has them. Call a local, non-FiOS phone number to see if the echo is still there. If you still hear an echo effect, go to Step 3.
 - **No:** Go to Step 3.

3. **Does your phone have a Voice Enhancement feature?**
 - **Yes:** Check to see if the Voice Enhancement feature for your phone is turned on. If Voice Enhancement is turned on, follow the phone manufacturer's instructions to turn it off. Call a local, non-FiOS phone number to see if the echo is still there.
 - **No:** Follow the steps below.
 1. Unplug all phones in the house.
 2. Take a standard telephone (a phone with a cord, not a cordless phone) to the Optical Network Terminal (ONT) and plug it in.
 3. If you've never opened the ONT before, see [checking the service at the ONT](#) for more details.
 4. Call a local, non-FiOS phone number to see if the echo is still there.
 5. From within your home, use the same phone to call the same local, non-FiOS number that you called from the ONT. Go to Step 4.

4. **Do you hear an echo when calling a local, non-FiOS phone from both inside the house and at the ONT?**
 - **Yes:** The problem is likely a network issue. Contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** The problem may be with your phone equipment. Contact [Fiber Solutions Customer Support](#) to see if there are known issues with the make and model of your telephone.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

The distinctive ring on my phone is not working

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Is the problem happening on all phones?**
 - **Yes:** Contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to Step 2.
2. **What type of equipment are you troubleshooting?**
 - **If this is a telephone:** The problem is probably with your phone, not all phones have the ability to have different rings.
 - **If this is a fax machine:** Make sure your fax settings are set correctly for the model number of the fax you own. The correct settings should be documented in the instructions that came with your fax machine when you purchased it.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

I can't receive incoming faxes

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Does the fax machine answer the incoming calls?**
 - **Yes:** There may be an issue with the line quality. The person sending the fax should attempt to resend it at a later time. If the issue persists, contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to Step 2.
2. **Is the "distinctive" ring feature configured properly on your fax machine?**
 - **Yes:** contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Check the settings and make any necessary changes.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

I can't send faxes

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Does the fax machine get a dial tone?**
 - **Yes:** Go to Step 2.
 - **No:** Go to Step 3.
2. **Do you hear any noise or an echo on the line?**
 - **Yes:** There may be line quality issues. Wait awhile then resend the fax. If the issue persists, contact [Fiber Solutions Customer Support](#) for assistance.
 - **No:** Go to Step 3.
3. **Does your fax machine have the ability to not check for a dial tone?**
 - **Yes:** Refer to the user manual that came with your fax or modem to determine how to turn on this feature. Some fax models have a "Do not check for Dial tone" setting while other models have a "connected to a PBX" setting. Change the setting to bypass the check for a dial tone and resend your fax.
 - **No:** Contact [Fiber Solutions Customer Support](#) for assistance.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

My alarm system isn't calling the monitoring station

Follow the procedure below to troubleshoot your FiOS telephone line:

1. Is your phone working properly otherwise?

- **Yes:** Go to Step 2.
- **No:** There is a problem with your phone service that has caused the alarm notification system to fail. Begin troubleshooting the problem by [checking the BBU for power](#).

2. Has the alarm company reset your alarm since your FiOS service was installed?

- **Yes:** If the alarm system gets a dial tone and is able to pick up the line and dial, but cannot connect to the remote monitoring station, there may be line impairment. Contact [Fiber Solutions Customer Support](#) for assistance.
- **No:** Your alarm system may need to be reset by your alarm company. Contact your alarm system service.

Note: Your FiOS service is not VOIP (Voice over Internet Protocol) or digital phone service, which means it's still compatible with your alarm company's service.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.

My TiVo® does not update programming information

Follow the procedure below to troubleshoot your FiOS telephone line:

1. **Plug a phone into the phone jack that the TiVo uses and check for a dial tone**
 - **There is a dial tone:** Plug the TiVo back into the phone jack and check for programming updates. If the call to update programming does not go through, go to Step 2.
 - **There isn't a dial tone:** Contact [Fiber Solutions Customer Support](#) for assistance.
2. **Do you know which software version of TiVo you have?**
 - **Yes:** Go to Step 3.
 - **No:** Perform the procedure below to determine the version of TiVo you have.
 1. From the TiVo Central Window, highlight either **Messages & Setup** or **Messages & Settings** and press **Select**.
 2. Highlight either **System Information** or **Account and System Information** and press **Select**.
 3. View your Software Version (if necessary select **System Information** to view your software version).
 4. Go to Step 3.
3. **Which software version of TiVo do you have?**
 - **Version 7.1 or earlier:** Perform the following procedure
 1. Go to the Phone Dialing Options screen, and highlight **Yes - Go to the Phone Dialing Options**, then press **Select**.
 2. Set "Phone Avail. Detection" and "Dial Tone Detection" to **Off**.
 - **Version 7.2 or later:** Perform the following procedure.
 1. Enter the guided setup and follow the prompts until a test call is attempted. If the test call fails, choose **change phone settings before trying again**.
 2. Set "Phone Avail. Detection" and "Dial Tone Detection" to **Off**.

Did this troubleshooting procedure solve your problem?

If no, then contact [Fiber Solutions Customer Support](#) for assistance.