

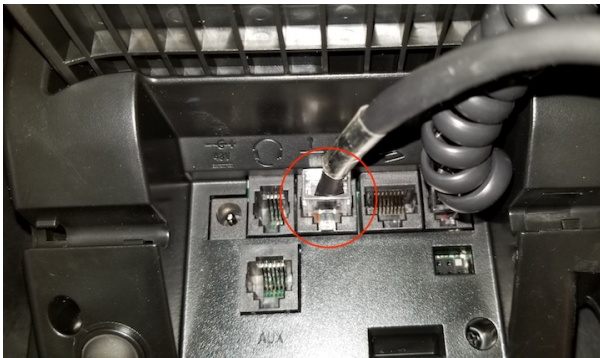
I do not hear a dial tone on my Polycom or Cisco telephone

Q: My Polycom / Cisco telephone does not have a dial tone. What can I do?

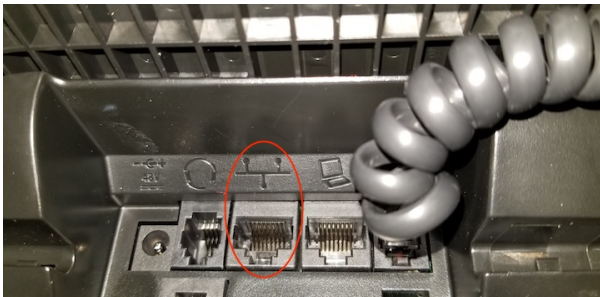
Answer

If you are using a telephone w/ multiple / shared lines please contact the Service Desk

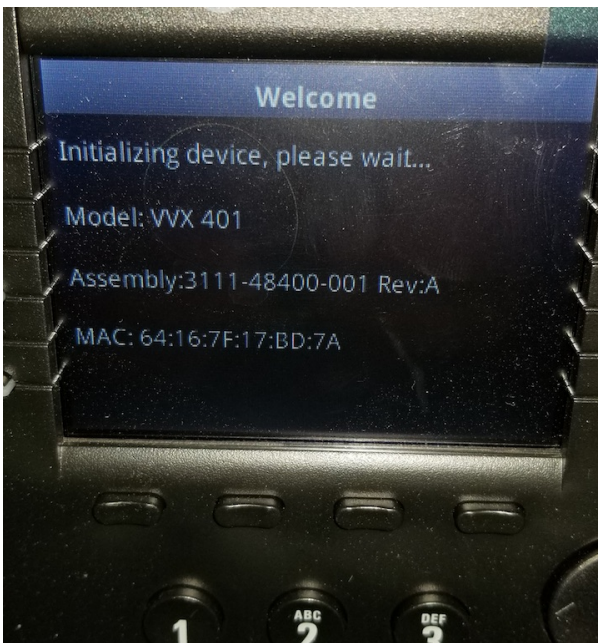
If this is your desk phone you can unplug the ethernet cable as shown here :



Reconnect the ethernet cable back to the port with the appropriate data icon:



Upon reconnecting the ethernet cable, the user will see similar to the following screens:



Please allow the device about 1 minute to return to the normal home screen and check to see if there is a dial-tone.

If you do not hear a dial-tone, please contact the Service Desk via email at help@mit.edu or by calling from another device to 3-1101