



Unlimited Phone TROUBLESHOOTING

Issue	Resolution
No dial tone but lights are on.	If unit becomes unresponsive or has no dial tone, unplug the power from the phone adapter for 15 seconds then plug back in. The unit will reboot. Check to make sure all three lights on the phone adapter turn on. If lights do not come on see specifics below.
No lights are on.	Check to make sure power supply is plugged into live outlet. Check power connection on the phone adapter and make sure it is secure. If power is reconnected, the unit will take a few seconds to reboot.
Ethernet light is not on <u>or</u> power light is flashing.	If the ethernet or second light is not on or power light is flashing, then the unit does not have connectivity to the network or Internet. Check to make sure your Internet connection is on. You may test your Internet connection by opening a browser on your computer. If browser has connectivity, power cycle the phone adapter by unplugging the power for 15 seconds then plugging the power back in. The unit will reboot. Check to make sure all three lights on the phone adapter turn on.
Phone light is not on.	If the phone or third light is not on, power cycle the phone adapter by unplugging the power for 15 seconds then plugging the power back in. The unit will reboot. Check to make sure all three lights on the phone adapter turn on.
Fax will not send.	Faxing is not guaranteed. However, faxing is more likely to function properly if fax baud rate set to slower speeds.
Technical Support	1-888-DIGIS-88 support@digis.net Monday-Friday: 8:00am - 8:00pm Saturday-Sunday: 10:00am - 6:00pm Online account management: http://phone.digis.net . Your login ID and password are written on your phone adapter. For the latest international rates visit http://phone.digis.net and click on "International Rates" on the top navigation bar.