

# VoIP

## My telephone isn't ringing, what do I do?

The first thing you will want to do is make sure that you have an active internet connection. A connection that is down will not permit you to make telephone calls.

You can quickly check to see if you're online by opening up your web browser and trying to get to any website.

### If you are able to connect...

Check your phone(s) to ensure that they are not in Do not Disturb (or DND, dnd) mode. If this mode is active, you will not be able to receive calls until it is disabled.

### If you're still experiencing issues...

Please give us a call at 508-646-0030 so that we can further evaluate your situation.

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