Troubleshooting Voice on Fiber

In order to troubleshoot your telephone service, you must first know which Optical Network Terminal (ONT) is providing your services. GTel uses different configurations based on the installation needs, layout of your home, and the services to which you subscribe. If you have GTel Internet, our technicians would have installed a router/modem in your home.

Determine the Type of ONT in Your Home

Locate the router and answer the following questions to get started.

1. **Does your router look like the image shown here?**

    ☐ **No** – Continue to "Troubleshooting Voice on a 700-Series ONT"

    ☐ **Yes** – Move on to Question 2.

2. **Can you locate a Power On/Off button on your router?**

    ☐ **No** – Continue to "Troubleshooting Voice on an 844-G ONT"

    ☐ **YES** – Continue to "Troubleshooting Voice on a 700-Series ONT".

    ☐ **Not Sure** – Contact our Business Office during regular hours or our 24/7 Technical Support Team at 1-866-480-TECH (8324) for more support.

If you are unable to locate your ONT/router or would like some assistance in completing these troubleshooting steps, please contact our Business Office during regular office hours or our 24/7 Technical Support Team at 1-866-480-TECH (8324).

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Troubleshooting Voice on a 700-Series ONT

To troubleshoot your GTel Voice service, you need to find the ONT that provides your service; this is usually located outside of your home (near the electric meter), but sometimes is in the basement.   The ONT housing is a grey plastic box about the size of a cereal box. Once you've located the ONT housing, follow the steps below to determine if your GTel Voice service is active to your home.

1. Use a flat screwdriver to loosen the lower screw on the door to open the cover for customer access.

2. Once inside, you will find the 700-Series ONT electronics like the one pictured below.

3. Make sure the 'POWER' light is on.

    a. If not, follow the power cable and check the outlet that provides the electronics with power. If you have a battery backup unit, the power cable will start at the ONT, connect to the battery unit and then to the outlet. Check the connections to the unit and continue to the outlet. Make sure the cord is plugged in and the GFI (Ground Fault Indicator) on the outlet is not tripped (if applicable). You might want to use another device, such as a lamp, to ensure the outlet has active power.

    ONT Housing

    b. If you have verified the ONT is securely connected to a working power outlet and still have no power light on your ONT electronics, contact our Business Office to schedule a repair visit.

4. Ensure the 'TRANSPORT' light is on. If not, contact our Business Office to schedule a repair visit.

5. If the 'OFF HOOK' light is on, this usually points to a phone in your home being off the hook. Check your phones one by one. If you still don't have dial tone, move on to step 6.

6. If both Power and Transport lights are on, unplug the small phone jumper from the test jack next to "Line 1" and plug in a working corded phone.
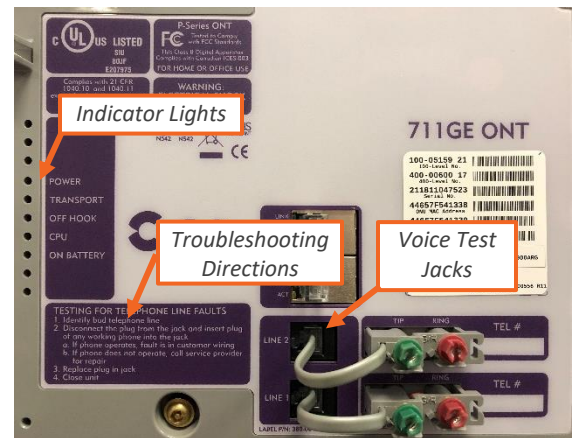
    a. If you **do not** have dial tone on the phone, call GTel to schedule repair.

    b. If you **do** have dial tone on that phone, the ONT is working correctly and a wiring fault may exist on one of your inside wires or jacks. You may elect to fix the issue yourself or have a trained GTel Technician dispatch to resolve the issue. A service fee may apply.

7. Remember to reconnect the test plug in the Line 1 port prior to closing the housing.

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Troubleshooting Voice on an 844-G ONT

844G Routers can provide GTel Internet, Video and Voice services and must always remain powered on . Therefore, they do not have a Power On/Off switch; helping to avoid them from accidentally being turned off and affecting the other services. Follow the steps below to determine if your GTel Voice service is active to your home.

1. DO NOT PRESS THE RESET BUTTON

2. Verify the lights on the front of the router/ONT as follows:

   a. Power Light:
      - Green – The ONT is connected and power is stable.
      - Red – Contact our Business Office to schedule a repair visit
      - No Light – Verify that the router is plugged in to a working outlet.
   b. Broadband Light
      - Green – The ONT is connected to the GTel Network
      - Red - Contact our Business Office to schedule a repair visit.
      - No Light – Contact our Business Office to schedule a repair visit.
   c. Phone 1 Light
      - Red - Contact our Business Office to schedule a repair visit.
      - No Light – Contact our Business Office to schedule a repair visit.
      - Steady Green or Blinking Green – Continue to Step 3

844-G Router/ONT

Power
Broadband
Phone 1

3. Unplug the line cord from the "Phone 1" port and take a known working corded phone and plug it in to the "Phone 1" port.

   a. If you **do not** have dial tone on the phone, contact our Business Office to schedule a repair visit.

   b. If you **do** have dial tone on that phone, the ONT is working correctly and a wiring fault may exist on one of your inside wires or jacks. You may elect to fix the issue yourself or have a trained GTel Technician dispatch to resolve the issue. A service fee may apply.

4. Reconnect the original phone line cord when done testing.

Phone 1

Power

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