What is dial tone?
Dial tone is the sound you hear when you pick up a phone handset or turn on the speakerphone. Dial tone indicates that the phone line is in-service and is ready to place a call.

What types of phone lines are supported by the UW?
There are three voice technologies supported by the UW for phone lines: analog, digital, and VoIP.

What is an analog line?
Analog lines also referred to as POTS (Plain Old Phone Service) or single-lines, support analog telephones, cordless telephones, fax machines, modems, credit card machines, and alarm lines. These lines are typically found in your home or small office environments.

Analog phones are usually equipped with basic features (redial, hold, mute), a few speed dial buttons, and have 3-way calling capability. Most analog phones also have speaker phone (hands free) functionality.

Keep in mind, cordless phones may be described as digital or analog, however, this description refers to the signals being transferred between the handset and the base. The phones themselves are still analog devices that can only be used with analog lines.

Analog lines that have voice mail will receive an interrupted dial tone for notification when new messages are left in the voice mailbox.

What is a digital line?
Digital lines allow for the use of more advanced features on phone sets. In addition to the redial, hold, speaker and mute buttons found on an analog telephone, digital phone sets have a transfer and conference button, among several other programmable features. Digital phones are also referred to as multi-line sets. This is due to their ability to answer multiple phone lines, for multiple phone numbers, programmed to a single phone set. The digital telephones also have the ability to conference a total of six lines to a call, whereas an analog phone can conference at total of three. Some digital phone sets also have call logs.

Phone Repairs

My Phone Doesn't Work
The first step is determining if the trouble is with the dial tone or with the phone set. Troubleshooting a phone set that doesn't work is dependent on the type of line (analog, digital, VoIP) you are using.

Do you have dial tone?
Are you able to place calls but not receive calls? If you are able to place calls, but not receive calls the try the following:

- Is your phone forwarded to another number? Dial *73 to cancel call forwarding.
- Does your phone give a short ring and stop? Disable the Send All Calls (SAC) feature by deactivating the programmable button.
- Does your phone not ring at all?
    - On analog phones, there is usually a button, slider, or wheel that controls the ringer volume. Check your manual and adjust your ringer volume. *Note most manuals can be found online by searching for the phone model and brand.*

    - On digital and VoIP phones, the volume of the speakerphone, handset, and ringer are all controlled with the same buttons. Pressing theses buttons when the handset is on hook and the speakerphone is off will adjust your ringer volume.
- Verify your analog phone set is set to tone instead of pulse.

I don't have dial tone?
First, ensure your phone is securely plugged into both the wall and phone jack. Then check the handset cord to ensure it is securely plugged into the handset and phone base. If your phone has speakerphone, check for dial tone. After checking all of these connections, try the phone set in a jack that you know has dial tone (such as your fax machine). If the phone works in another jack but not in your location, call 206.221.5000 or email help@uw.edu for assistance.

An analyst will check the line on our end. Repair requests requiring a technician visit may be subject to a fee if the department's equipment is at fault.

My cordless phone doesn't work
Cordless phones require a battery that may need to be replaced or recharged. Spare batteries should be kept on hand for testing or as replacements. If the battery appears to be charged, use a spare phone set (that is known to be working) to test the phone line or use as a replacement for an old or damaged phone set. Also keep in mind, the range of the cordless phone signal will depend on the office or lab environment. If neither phone has dial tone, call 206.221.5000 or email help@uw.edu for assistance.

An analyst will check the line on our end. Repair requests requiring a technician visit may be subject to a fee if the department's equipment is at fault.

Reporting Repairs to the UW-IT Service Center
Call 206.221.5000 or email help@uw.edu for assistance. An analyst will provide assistance with various troubleshooting steps. To expedite the repair, please take the time to follow the various tips covered in this documentation.

Repair requests requiring a technician visit may be subject to a fee if the department's equipment is at fault.

Moving Service

My coworker and I are swapping desks and want to take our phones with us.
Moving an analog or digital phone set from one location to another will not move the phone line or number along with it.

Move requests for phone lines must be placed with the UW-IT Service Center. Please provide 7-10 days notice of the anticipated move date. Depending on the type of service and the move locations, the order would either be handled by an on-site visit from a technician or we may be able to remotely move the line through programming.

Call 206.221.5000 or email help@uw.edu for assistance.

I'm moving to a new location that doesn't have an active phone line.

Move requests for all phone lines moving to a new location must be placed with the UW-IT Service Center. A technician visit is usually required to activate a jack that does not currently have dial tone. Please provide 7-10 days notice of the anticipated move date.

Call 206.221.5000 or email help@uw.edu for assistance.

Ordering Service

I need a new phone line installed.
Orders for new phone lines must be placed with the UW-IT Service Center. Please provide 7-10 days notice of the anticipated installation date. Customers are responsible for providing their own equipment for all analog phone lines (e.g. telephone, fax machine, modem, credit card machine, etc.), including the cord used to connect the phone to the voice outlet.

Call 206.221.5000 or email help@uw.edu for assistance.

I need a new analog phone set.
You may visit eProcurement and search for "analog phone" or "single-line phone" to view or purchase analog telephones. Additional information on ordering items from eProcurement can be found here http://f2.washington.edu/fm/ps/how-to-buy

Note: Cordless phone sets may be labeled digital or analog. This labeling refers to the signal transferred between the handset and base. The cordless phone is still an analog device that can only be used on analog phone lines.

Disconnecting Service

I need to disconnect my phone services
To disconnect phone service, an order must be placed with the UW-IT Service Center either by emailing help@uw.edu or calling 206.221.5000.

It is the department's responsibility to review their monthly Technology Services and Equipment Bill and reconcile the charges. Unless the billing error was made on the part of UW-IT, we will be unable to issue credits for previous month's service. If contesting charges for service that should have been disconnected on an earlier date, supporting documentation of the request to UW-IT will need to be provided.