Dial-up Error 680- Article no. 2104

Introduction

Dial-up **error 680** occurs when:

1. Modem is **not hooked up** to the phone line correctly
2. There is **no dial tone**
3. The modem **drivers** are **not initializing** properly to detect a dial tone on the line
4. Dial tone is **non-standard** (PBX), **digital**, or they must **dial outside access code** to get dial tone
5. There are **additional services** on the line such as **voice mail**, or **hunt** services which cause a non standard dial tone

Resolution Steps

1. Verify the **modem** is connected to the phone line
2. The phone cord is going into the **correct jack** on the modem (marked *Line*)
3. The phone line is connected **directly** from the **modem to the jack** and **not** into **surge protectors, line splitter**, etc.
4. Verify **dial tone** and plug a phone into the **same jack** the modem is using, listen for dial tone

5. P lug a phone into the phone jack **on the modem;** listen for dial tone
6. If dial tone isn't detected, refer customer to their local phone company

Office / Hotel / PBX

1. If you must **dial a number to get an outside line**, you are using a **PBX** system (often found in office buildings, hotels, corporate apartments)
2. With PBX phone systems, you may have to **dial an outside access code** to get a dial tone
3. Also, the dial tone may be a **tone** the modem **cannot recognize;** the **wait for dial tone before dialing option** must be disabled

Click Start | Control Panel | Network and Internet | Network and Sharing Center | Modem | Properties | Connections

- **Uncheck** the box marked **wait for dial tone before dialing**

Voice Mail

1. Check for **voice mail** and **disable** it before attempting a modem connection
2. You may add commas (,,,) after the phone number to disable voice mail
3. If none of the previous solutions solve the problem, please contact the modem manufacturer

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