

What's a Phone Adapter?

THE 60-SECOND VERSION

- 1 The adapter is the translator between your internet and a regular phone.
- 2 Your existing corded or cordless phone plugs right in and works unchanged.
- 3 Common ones include the Ooma Telo and Grandstream boxes.
- 4 It needs both power and internet, so it goes quiet in an outage without a battery.
- 5 Register your correct address for 911 — that's the one step not to skip.

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What a Phone Adapter (ATA) Is — Plugging a Regular Phone Into Your Internet

The little box that lets a regular phone work over your internet.

————— **An Extended Guide · No. 1719** —————

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

In a hurry? Here's the whole thing on one page. A phone adapter — the technical name is an analog telephone adapter, or ATA — is a small box that lets an ordinary telephone make calls over your internet instead of the old copper line. It sits between your internet router and your phone. You plug the box into the router, plug your regular phone into the box, and your phone works just like always: same handset, same dial tone, same number.

- The adapter is the translator between your internet and a regular phone.
- Your existing corded or cordless phone plugs right in and works unchanged.
- Common ones include the Ooma Telo and Grandstream boxes.
- It needs both power and internet, so it goes quiet in an outage without a battery.
- Register your correct address for 911 — that's the one step not to skip.

GOOD TO KNOW

If you've ever used Ooma or a cable company's digital phone, you've already used an ATA — it's just the box your phone plugs into. Nothing about your handset or how you dial changes.

1. The Little Box, Explained

What people really mean by “phone adapter.”

When I tell a customer their new phone will run over the internet, the next question is almost always the same: “But how does my regular phone do that?” It's a great question, and the answer is a small box called a phone adapter. Its technical name is an analog telephone adapter, or ATA, but you can just think of it as the little box that lets an ordinary phone work over the internet.

Here's the plain picture. Your telephone speaks one language — the old analog phone language. The internet speaks another. The adapter sits in the middle and translates between the two, so your familiar phone can make and take calls over your internet connection without you changing a thing about how you use it.

That's really all it is. It's not a computer you have to learn, and it's not something you interact with day to day. Once it's set up, it just sits there quietly doing its job, and you keep using the same phone on your counter exactly as you always have.

WATCH OUT

If the whole idea still feels fuzzy, don't worry — by the end of this guide it'll be clear, and setting one up is a quick job I'm glad to do for you on a visit.

2. Why You'd Even Need One

What the adapter solves.

You might wonder why this box exists at all. The reason ties straight back to the copper shutdown. For a hundred years your phone plugged into a wall jack that ran on a copper line back to the phone company. As that copper is retired, the call has to travel a new way — over the internet. But your trusty phone wasn't built to speak internet. The adapter bridges that gap.

So instead of buying a whole new kind of phone, you keep the one you have and add this small translator. That's a real kindness to folks who like their current phone and don't want to learn a new gadget. The adapter lets the familiar thing keep working on the new kind of line.

GOOD TO KNOW

The adapter is why you don't have to throw out a phone you like. Whether it's a corded kitchen phone or a cordless set with big buttons, it plugs into the adapter and keeps working.

3. How It Plugs In

Router to adapter to phone — that's the chain.

Let me walk you through where everything connects, because once you see the chain it makes complete sense. There are three pieces: your internet router (the box your internet company gave you), the phone adapter, and your telephone.

- 1 Your internet comes into the house and into your router.
- 2 A short cable runs from the router to the phone adapter.
- 3 Your telephone plugs into the adapter, into a jack marked “phone.”
- 4 The adapter gets power from a small plug into a wall outlet.

That's the whole setup: internet in, adapter in the middle, phone on the end. Some adapters connect to the router with a cable, and some newer ones can connect over Wi-Fi so they don't even need to sit right next to the router. Either way, the chain is the same

idea.

TIP

Keep the adapter near your internet gear if you can — it's one less thing to stretch a cable for, and it keeps all the “brains” of your home phone in one tidy spot.

4. Your Existing Phone Works Unchanged

No new handset to learn.

This is the part people are most relieved to hear: your existing phone works exactly as it does now. The adapter doesn't care whether you have a fancy cordless set or a plain corded phone from decades ago. As long as it's a standard telephone that plugs into a phone jack, it plugs into the adapter and works.

You dial the same way. You hear the same dial tone. Your caller ID, your ringer, your answering machine if you use one — all of it behaves as before. The only difference is behind the scenes: the call travels over your internet now instead of the copper line. From your chair, nothing changes.

GOOD TO KNOW

Most modern cordless phones are “DECT 6.0” and work with any service, because they plug into a jack on the adapter, not the wall copper. So your current cordless set almost certainly carries right over.

5. The Common Adapters

The names you'll run into.

There are several adapters out there, and I don't push any one of them — but it helps to recognize the names so you know what you're looking at. Here are the common ones, described in general terms.

- Ooma Telo — a popular all-in-one that's both the adapter and the service. You buy it once and basic U.S. calling is essentially free after.
- Grandstream — a well-known maker of adapters, often used with various phone services. Reliable, widely supported.
- Obihai — an older line of adapters (the “OBi” boxes) that many people used with Google Voice back when that pairing was popular.

- Provider-supplied boxes — your cable or fiber company often gives you their own adapter or a modem with a phone jack built in.

The box your cable or fiber company hands you is an adapter too, even if they don't call it that — it's just one they manage for you. The standalone ones like Ooma and Grandstream are for folks who want to choose their own phone service separate from their internet company.

GOOD TO KNOW

The Obihai-and-Google-Voice pairing was popular years ago and the details have shifted over time. If you're starting fresh today, the current options are simpler — confirm what's supported now before you buy an older box.

6. Setting One Up, Step by Step

What actually happens during setup.

Setting up an adapter isn't hard, but there are a handful of steps and a bit of waiting. Here's what the process looks like from start to finish so nothing surprises you.

- 1 Plug the adapter into your router and into power; let its lights settle.
- 2 Go to the maker's website (or app) to activate the box with your account.
- 3 Choose or port your phone number as part of activation.
- 4 Register your street address for 911 — don't skip this step.
- 5 Plug your telephone into the adapter and listen for a dial tone.
- 6 Make a test call out and have someone call you back in.

The box often needs a few minutes to “register” with the service the first time — its lights will blink and then go steady when it's ready. Until it's registered, you may not get a dial tone, so a little patience at this stage is normal and expected.

GOOD TO KNOW

The activation-on-a-website part is where most people would like a hand, and it's the quickest piece for me. If that step makes you groan, that's exactly what a visit is for.

7. Registering Your 911 Address

The one step you must not skip.

I'm giving this its own chapter because it's the single most important part of setting up any internet phone. On the old copper line, 911 automatically knew your address because the wire was tied to your house. An internet phone has no such fixed tie, so your provider keeps a “registered location” — the street address they send to 911 when you call.

During setup you'll be asked for that address. Enter it carefully and double-check it. If you ever move the adapter to another home — say a winter place down south — update the registered address, because 911 sends help to whatever address is on file, not to wherever the box physically sits.

WATCH OUT

Many services let you dial 933 to hear your registered address read back as a test, without placing a real 911 call. Do it once after setup so you know help would come to the right place.

8. Power and the Outage Question

The adapter needs electricity.

Here's the honest trade-off with any adapter: it runs on electricity, and so does your internet router. When the power goes out, both go dark, and the phone goes quiet with them — unless you've added a battery. This is the one real difference from the old copper line, which powered itself and worked in a storm.

The good news is it's an easy thing to solve. A small battery backup — called a UPS — plugged in under your router, modem, and adapter will keep the whole chain alive for a while when the power's out. Some adapters, like the Ooma Telo LTE, even have a battery and a cellular connection built right in, so they keep working on their own.

TIP

A battery backup for your internet gear is one of the most worthwhile little purchases a home can make — it keeps your phone and internet alive through the short outages we get around here. I'm glad to set one up for you.

9. Battery Backup in Plain Terms

How the little battery box works.

Since the outage question is the big one, let me explain the battery backup plainly, because it's a genuinely useful gadget. A UPS is a box with a battery inside. Your router, modem, and adapter plug into it instead of straight into the wall. When the power's on, it just passes power through. When the power cuts out, the battery takes over instantly, and your gear — and your phone — keep running.

These batteries are sized for hours, not days. That's usually plenty to ride out the short outages we get, or to make a call for help during a longer one. Think of it as a bridge, not a generator. For most homes, a few hours of phone and internet during an outage is exactly the reassurance they want.

GOOD TO KNOW

If keeping the phone alive during outages is critical for medical reasons, choose a larger battery and consider a cellular-backup adapter as well. And always keep a charged cell phone as the final way to reach 911.

10. Why a Decent Internet Connection Matters

The adapter is only as good as the line behind it.

An adapter sends your call over your internet, so the quality of that internet shapes the quality of your calls. With a good, steady connection — which most homes have — calls are clear and you'd never know the difference. With a weak or overloaded connection, you might hear choppiness, echo, or the occasional dropped call.

The reassuring part is that a phone call uses very little internet — far less than watching a video or a video call with the grandkids. So even a modest connection usually handles a phone just fine. But if your internet is genuinely slow or unreliable, that's worth sorting out first, and it might even point you toward a cellular home phone instead, which doesn't use your internet at all.

GOOD TO KNOW

If your internet drops out a lot, an adapter will drop with it. A quick check of your connection before you commit saves frustration — and it's something I can test on a visit.

11. Troubleshooting — No Dial Tone

The most common hiccup, and how to fix it.

The complaint I hear most about adapters is “I picked up the phone and there's no dial tone.” Nine times out of ten it's something simple. Here's the order I check things, and you can try the same at home.

- 1 Check the adapter's lights — are they steady, or blinking like it's still starting up?
- 2 Make sure the phone cord is in the jack marked “phone,” not another port.
- 3 Confirm your internet is working — can you get online on another device?
- 4 Unplug the adapter's power for ten seconds, plug it back in, and wait a minute or two for it to settle.
- 5 Try a different phone or a different phone cord to rule out the handset.

That restart — unplugging for ten seconds — fixes a surprising share of problems, the same way it does with a lot of electronics. If the dial tone still doesn't come back after the box has fully restarted and your internet is working, it's time to call the service or call me.

TIP

Give the box a full minute or two after a restart before you judge it. Adapters need a moment to reconnect to the service, and picking up too soon makes it seem broken when it's just waking up.

12. Troubleshooting — Echo or Choppy Sound

When the call connects but sounds off.

The other common gripe is a call that connects but sounds poor — an echo of your own voice, words cutting out, or a robotic warble. This is almost always about the internet connection behind the adapter, not the adapter or the phone itself.

- If it happens during heavy internet use (a big download, several devices streaming), the line is simply crowded — it should clear when things quiet.
- A restart of the router and the adapter often clears up echo and choppiness.
- If the adapter is far from the router on Wi-Fi, moving it closer or using a cable can steady the connection.
- Persistent, constant trouble usually means the internet itself needs a look — speed, wiring, or the provider.

If the sound trouble comes and goes, it's usually the internet getting busy. If it's constant on every call, that points to the connection or the setup, and it's worth having someone check

it rather than living with a frustrating phone.

GOOD TO KNOW

Echo and choppiness are symptoms of the internet underneath, not a faulty phone. Chasing a new handset won't fix it — the fix is steadying the connection.

13. Keeping Your Number

The adapter doesn't change your number.

Moving to an adapter doesn't mean a new phone number. You keep the one you've had, through a process called porting, where the new service moves your number over for you. You give them a recent bill so the account details match, and they handle the rest.

The one rule that matters most: don't cancel your old phone service first. The number has to stay active for the move to work, and canceling early can lose it for good. Let the new service confirm the port is done, and only then is the old line closed. A home phone port often takes a week or two, and your old phone keeps working the whole time.

WATCH OUT

Never cancel the old line before the number finishes moving to the adapter service. Cancel too early and the number can be gone permanently. Patience here protects a number you've had for decades.

14. The Adapter and Your Medical Alert

A quiet risk worth checking.

Here's an important one that catches people. A lot of older medical alert pendants and alarm panels were built to dial out over a copper landline. When you move to an adapter, those devices can quietly fail — the button gets pushed and the signal never reaches the monitoring center. It's a silent failure, which makes it especially important to check.

Before you switch anything over to an adapter, call your medical alert company and your alarm company and tell them what you're doing. They'll tell you whether your equipment works over an internet line or whether you need a cellular version that doesn't depend on the phone at all. After the switch, test the system so you know it truly reaches help.

WATCH OUT

Never assume a medical alert or alarm “just works” once it's plugged into an adapter. Call those companies and test it. This is exactly the kind of check I do on a visit, because it's too important to guess.

15. Fax Machines and Adapters

Why fax can be finicky over internet.

If you have a fax machine plugged into your phone line, it's worth knowing that fax can be fussy over an adapter. Fax machines were built for the old copper line, and the way internet phone handles sound can sometimes garble a fax. Voice calls are fine; it's the fax tones that can struggle.

If you only fax now and then, an online fax service that works from your computer or email is often simpler and more reliable than keeping an old fax machine running over an adapter. If you fax often — say for medical paperwork — it's worth testing carefully or moving to an online service built for the job. For medical use, make sure the service handles privacy properly.

GOOD TO KNOW

Voice calls over an adapter are rock-solid; it's only fax tones that can be touchy. Don't let fax worries scare you off an adapter for your regular phone — the two are separate issues.

16. Where to Put the Adapter

A few placement tips.

Where you set the adapter matters a little, mostly for convenience and a steady connection. A few simple habits make life easier.

- Keep it near your router if it connects by cable — shorter cables, tidier setup.
- If it's a Wi-Fi model, keep it within good range of the router for steady calls.
- Give it a bit of air; like any electronics, it shouldn't be boxed in tight.
- Put it on the same battery backup as your router so they stay up together.
- Pick a spot where the phone it feeds is handy to where you actually sit.

None of this is fussy — the adapter is a forgiving little box. But a tidy spot near your internet gear, on a battery backup, with your phone within reach, is the setup that gives the least trouble and the most reassurance.

TIP

Label the adapter's power plug so nobody unplugs it by mistake while vacuuming or rearranging. A little masking-tape label saves a confusing “why is the phone dead” afternoon.

17. Adapters vs. the Cable-Company Box

They're cousins, not strangers.

People sometimes think a standalone adapter and the cable company's phone are completely different things. They're really cousins. Both are adapters — both take your internet and give your regular phone a dial tone. The difference is who owns and manages the box, and how you pay.

With a standalone adapter like Ooma or Grandstream, you own the box and choose your own phone service, separate from your internet company. With the cable company's phone, they give you the box, manage it, and put the phone on your existing bill. Neither is better — it's about whether you'd rather own and choose, or keep everything with one company.

GOOD TO KNOW

If you already have a cable or fiber modem with a phone jack, you may already have an adapter built in. No need for a separate box — you'd just plug your phone into the jack that's already there.

18. Do I Need to Buy Anything Special?

Usually just the box and maybe a battery.

For a standalone setup, the shopping list is short. You need the adapter itself, and that's often the only real purchase. Your phone, your cords, and your router you already have. Many adapters come with the cables you need in the box.

The one extra worth buying is a battery backup if you want the phone to survive outages — and for most homes I'd call that money well spent. Beyond that, you don't need to buy a new phone, new jacks, or any special wiring. The adapter is designed to work with the ordinary phone and internet gear you already own.

TIP

I won't quote prices here because they drift, but the honest short list is: the adapter, and optionally a battery backup. Confirm the current cost of the box with the maker before you buy.

19. A Little History — Obihai and Google Voice

Why some folks have an old OBi box.

You may run across an older adapter called an OBi box, made by a company called Obihai, and wonder about it. Years back, these were a popular way to get a nearly-free home phone by pairing the box with a Google Voice number. A lot of tech-minded folks set them up, and some are still running.

I mention it mainly so you recognize the box if you have one, and so you know the landscape has shifted since those days — the features, the support, and what pairs with what have all changed over the years. If you're setting up fresh today, the current options are simpler and better supported. If you have an old OBi box working fine, there's no need to rush to replace it; just confirm its 911 and support situation.

GOOD TO KNOW

An old adapter that still works is fine to keep, but double-check how it handles 911, since that's the piece that matters most and the piece most likely to have changed over the years.

20. Voicemail and Caller ID on an Adapter

The everyday features come along.

People worry the familiar features will vanish, but they come right along with an adapter. Voicemail, caller ID, and call waiting are standard on nearly every adapter service. The only difference is where you set them up: instead of a code dialed on the old phone, you'll usually use a simple web page or an app — or just ask the service to turn it all on.

Some adapter services add nice touches, like emailing you a voicemail or typing out the message so you can read it. If you have hearing trouble, that reading feature is a small blessing. None of it is required, though — you can keep things exactly as simple as you like, and the phone works the same either way.

TIP

If setting up voicemail on a web page sounds like a headache, it's a two-minute job for me on a visit, and I'll write the steps down so you can change your greeting later.

21. When the Internet Goes Down

What happens, and what to do.

Because the adapter rides on your internet, a phone on an adapter goes quiet whenever the internet goes down — not just during power cuts, but any time the internet itself is out, even if the lights are on. It's worth understanding so it doesn't catch you off guard.

- If the internet drops, the adapter phone won't have a dial tone until it's back.
- A battery backup helps with power cuts, but not with an internet outage that isn't about power.
- A cellular-backup adapter, like the Ooma Telo LTE, can keep working by switching to the cell network.
- A charged cell phone is always your reliable fallback for 911.

For most homes the internet is reliable enough that this is rare. But if your internet is shaky, this is a real reason to either improve it, choose a cellular-backup adapter, or consider a cellular home phone base that doesn't use your internet at all.

WATCH OUT

Remember that an adapter needs the internet working, not just the power on. Keep a charged cell phone as your backstop so you can always reach 911 no matter what's down.

22. Is an Adapter Right for You?

Who it fits, and who might want something else.

An adapter is a great fit for a lot of homes, but not every home, so let me lay it out honestly. It fits you well if you have reliable internet, you like your current phone, and you want a low-cost way to keep a home phone that works just like the old one.

It may not be the best fit if your internet is slow or unreliable, or if your top priority is a phone that works no matter what during long outages. In those cases, a cellular home phone base — which runs on the cell network and has its own battery — might suit you better. There's no single right answer; it's about matching the tool to your home.

GOOD TO KNOW

If reliable internet is the sticking point, don't force an adapter. A cellular home base gives you a home phone with no internet account at all — a different guide, but worth knowing the option exists.

23. Setting It Up Safely

A few habits that prevent trouble.

A few small habits during setup save headaches later. None of these are complicated, but they're the kind of thing that's easy to skip in the moment and wish you hadn't.

- Double-check the 911 address and test it with 933 if your service allows.
- Write down the account login for the adapter service and keep it somewhere safe.
- Make a test call out and have someone call you back before you rely on it.
- Put the adapter and router on a battery backup if outages matter.
- Test your medical alert and alarm on the new line.

Run through that short list once at setup and you've covered the things that actually matter. After that, the adapter just does its quiet job and you barely think about it again.

TIP

Do these checks the same day you set the adapter up, while everything's fresh. It's far easier than discovering a missed step weeks later when you need the phone most.

24. Common Mistakes I See

The slip-ups that cause headaches.

After setting up a lot of adapters, the same few mistakes come up again and again. None are your fault — the setup isn't always clear — but knowing them ahead of time saves grief.

- Skipping or fumbling the 911 address — always register it and test it.
- Canceling the old line before the number ports — it can be lost for good.
- Forgetting the battery backup, then being surprised the phone's dead in a storm.
- Assuming the medical alert or alarm still works — it may not. Test it.
- Plugging the phone into the wrong jack on the adapter and getting no dial tone.

Every one of these is easy to avoid once you know to look for it. Slow down, follow the setup steps, and you'll sidestep the whole lot.

WATCH OUT

The 911 step is the one never to rush. An adapter with a wrong or missing registered address can send help to the wrong place in an emergency. Enter it carefully and test it once.

25. Telling Your Family About the Setup

So helpers know how the phone works now.

If family members help you — or if you're the adult child setting this up for a parent — it's worth writing down how the new phone works so everyone's on the same page. It takes a minute and saves confusion down the road.

- That the phone now runs through an adapter and needs internet and power.
- Where the adapter and battery backup are, and not to unplug them.
- The account login for the adapter service, kept somewhere safe.
- A backup cell number in case the home phone is ever down.

When a storm knocks the power out, the family member two states away will be glad they know whether the phone still works and how else to reach their parent. A little card by the phone does the job.

GOOD TO KNOW

A note taped near the adapter saying “phone — do not unplug” prevents the most common accidental outage: someone tidying up and pulling the plug without realizing what it feeds.

26. Wired or Wi-Fi Adapter?

Two ways the box reaches your internet.

Adapters connect to your internet in one of two ways, and it's worth knowing the difference so you can pick what suits your home. The older, most common way is a cable — a short cord runs from the adapter to your router, just like plugging in any other device.

The newer way is over Wi-Fi, the same wireless signal your phone and tablet use. A Wi-Fi adapter doesn't have to sit right next to the router, which gives you more freedom in where you put it. The trade-off is that it relies on a steady Wi-Fi signal, so it wants to be within good range. A wired connection is a touch more reliable; a Wi-Fi one is more flexible.

- Wired — most reliable, but the box must reach the router with a cable.

- Wi-Fi — place it almost anywhere, as long as the Wi-Fi signal is strong there.
- Either way, it still needs a power outlet nearby.

TIP

If you go Wi-Fi, keep the adapter in a spot where your phone or tablet gets a strong signal. If calls get choppy on Wi-Fi, moving the box closer to the router usually steadies them right up.

27. Caring for the Adapter Over Time

It mostly takes care of itself.

The good news about an adapter is that once it's set up, it asks almost nothing of you. It's not like a computer that needs constant attention. Still, a few light habits keep it humming along for years.

- If the phone ever acts up, a simple restart — unplug ten seconds, plug back in — fixes most hiccups.
- Keep the area around it clear so it doesn't overheat, like any electronics.
- If you have a battery backup, check its indicator now and then; batteries wear out after a few years and need replacing.
- If you move house or move the box, update your 911 registered address.

That's the whole maintenance routine. An adapter is a set-it-and-forget-it kind of device for the most part. The one thing worth a periodic glance is the battery backup, since a tired battery won't help you in the outage you bought it for.

GOOD TO KNOW

Battery backups don't last forever — the battery inside typically needs replacing every few years. Jot the install date on a bit of tape so you know when it's due for a fresh one.

28. Questions I Get All the Time

Quick, plain answers.

Do I need a special phone? No. Your regular corded or cordless phone plugs right into the adapter and works unchanged.

Will my number change? No — you keep it by porting, as long as you don't cancel the old line first.

What happens in a power outage? The adapter goes quiet unless it's on a battery backup or is a cellular-backup model. Always keep a charged cell phone for 911.

Is it hard to set up? There are a few steps and some waiting while it registers, but it's not complicated — and it's a quick job if you'd rather I do it.

GOOD TO KNOW

If your question isn't here, it's probably one I've answered many times. There's no charge to ask a question over the phone — just call.

29. A Few Plain Words to Know

The jargon, translated.

The adapter world has its own terms. Here's the short translation so nothing trips you up.

- ATA — analog telephone adapter; the little box your phone plugs into.
- VoIP / digital voice — your call carried over the internet.
- Router — the box that brings internet to your home.
- Porting — moving your phone number to a new provider.
- Registered location — the address your provider sends to 911.
- UPS / battery backup — a battery that keeps gear alive in an outage.

TIP

Keep this list with your guide. When a setup page or a salesperson uses one of these words, you'll know exactly what it means.

30. When to Just Call Me

You don't have to do any of this alone.

I wrote this so you'd understand the little box and feel calm about it. But understanding a thing and wanting to wire it up yourself are two different matters, and there's no shame in handing it off. Setting up an adapter, activating the service, moving your number, registering 911, adding a battery, and testing your alarm is exactly the kind of visit I do every week.

I come to you, here in Portage County and the nearby towns. The first in-home visit is a flat ninety-nine dollars, and if a problem can be handled without a trip, I offer remote help too. If you're not completely happy with a visit, I'll make it right or refund it. That's the whole deal

— no fine print.

TIP

When you call, my assistant Sophie may answer and take down the details so I can call you back — she's there so you always reach a friendly voice, not a dead end.

31. What I'd Tell My Own Neighbor

The short, honest version.

After 30+ years of professional experience setting up this kind of thing, here's the plain version I'd give over the fence. A phone adapter is a small, friendly box that lets your same old phone work over the internet. It plugs in between your router and your phone, and once it's set up, nothing about using your phone changes.

The two things to get right are the 911 address — register it and test it — and a plan for power and internet outages, usually a battery backup and a charged cell phone. Get those right and an adapter gives you a dependable home phone that feels exactly like the old one, same number, same handset, same ring you can hear across the house.

GOOD TO KNOW

If any of this feels like a lot, that's normal. You can hand the whole thing to me — the box, the setup, the number move, the 911, and the backup — and I'll handle it in one visit.

CHEAT SHEET

Everyday Cheat Sheet

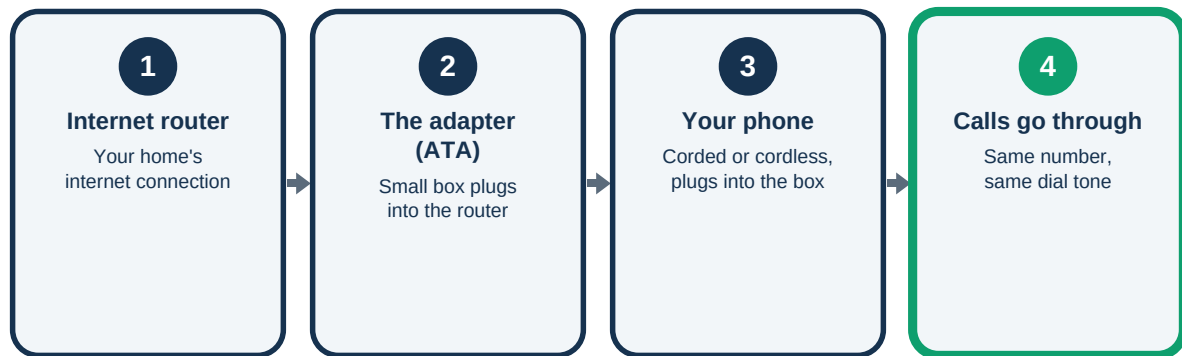
Keep this by the phone. I want to... Do this. Understand the box — it's an adapter (ATA) that sits between your internet router and your phone and lets your regular phone call over the internet. Set it up — plug it into the router and power, activate it online, register your 911 address, plug in your phone, and make a test call. Protect 911 — enter your correct address and dial 933 to test if your service allows it; update it if you move the box. Survive outages — put the adapter and router on a battery backup, and keep a charged cell phone for 911. No dial tone — check the lights, confirm the internet works, and restart the box by unplugging it for ten seconds. Keep my number — have the new service port it; never cancel the old line first. Protect my medical alert / alarm — call those companies before switching and test after. Get help — call Bill: (330) 200-8042.

AT A GLANCE

A Picture to Follow Along

How a Phone Adapter Fits In

Your regular phone, working over the internet



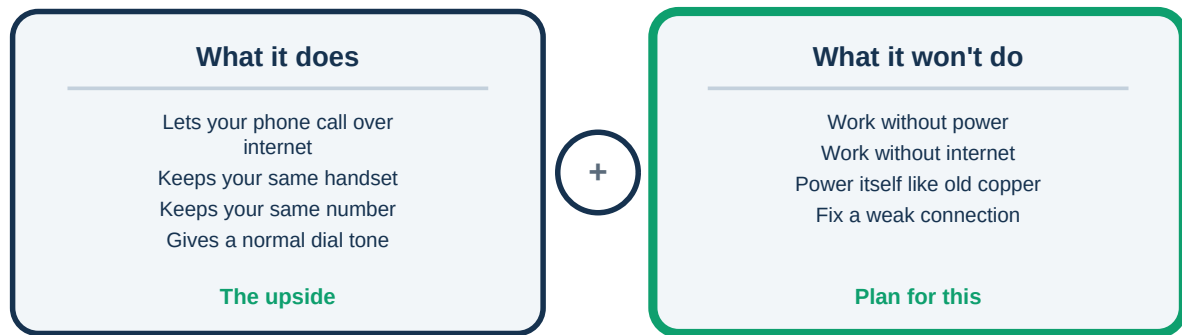
Internet in, a familiar dial tone out — the box does the translating.

AT A GLANCE

A Second Look

What a Phone Adapter Does — and Doesn't

An honest look at the little box

**Add a battery backup and register 911, and it covers nearly everything.**

The box is simple; the planning around power and 911 is what matters.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

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