

# Fault Finding

Before calling an engineer, read this fault finding guide for practical advice to help resolve or identify some common problems.

## **Check the dial tone**

If you're having problems with making or receiving calls, firstly check the dial tone. Lift the receiver to your ear, but don't dial a number yet. You should hear a steady, buzzing/purring sound.

If there is no dial tone, check there is no damage to visible wiring and that the line hasn't been dislodged from the socket. Sometimes, furniture could be sitting on top of cables, and in some cases damp in the walls can cause rust or damage to the socket or wiring, which will affect the connection.

Check the telephone. If you have any additional handsets, try a different one in the master socket. If you hear a dial tone with a different phone, the problem may be with your handset. You may need to repair or replace this. If you can hear a dial tone, but are still having problems, move onto the next section below.

## **Check your phone connections**

If you are having connection problems, such as dropped calls, faint sound, noise/interference on the line or other line quality issues, try to isolate the problem.

Ensure that none of the handsets connection to the telephone line are off the hook. Check that any cordless telephones you have are fully charged and that all telephone and power cables are securely plugged into the correct sockets.

If you do not identify any issues here then check the volume settings. Test the options on each phone to make sure that they are set to a comfortable, and audible level.

## **Check recent building/maintenance work in or near your office**

It is possible that recent maintenance work on your, or a neighbouring building, could have inadvertently caused the issue. Such work could include:

- A new installation, changing your equipment or telephone supplier
- Internal building or decorating work that may have damaged or dislodged a line
- External building work or gardening (such as tree surgery) that may have damaged the phone line coming into the building

If you know of any recent building work, such as the above, try to contact the company responsible to find out what areas they worked in and if there is a possibility that they could have affected the phone line.