

## **FAQ TROUBLESHOOTING**

### **Simple Troubleshooting:**

- Replace a phone with a similar model to see if station (jack) or phone is causing trouble.
- Verify the ringer is on or up.
- Verify the volume control is up.
- Verify Function or Specialty keys are not depressed or switched on
- Hearing two conversations: Is your Conference feature activated?
- Static? Check the handset cord and line cord (from phone to wall). Replace the cords with known working cords to test. Replace the handset with another similar working handset.
- Station doesn't ring: Is Call Forward feature activated? Is the ringer turned off or low?
- Others cannot hear you. Check to make sure the Mute button is not active and handset/headset volume is adjusted, and that headset batteries are working.
- Reception Phone not ringing. Ensure Night Service, DoNotDisturb, or Call Forward features are not activated.

When you have a problem with your phone, there are some tests you can perform to determine if the problem is your inside wiring, jacks, phone or outside services.

### **Quick Tips:**

Cordless phones and Headsets may have low batteries.

Check to make sure all lines are connected to phones, jacks or computer stations correctly and securely. Check that the power source (power strip or outlet) is working adequately for equipment with power supplies. Unplug and reconnect them to ensure a secure connection.

Some phones or headsets have volume controls on the equipment. Check to ensure that the speaker, handset, ringer, transmit and receive volumes are not turned to low or off.

Check to make sure the Mute button is not activated.

Some phones have Function Keys or Specialty Buttons that inhibit calls being received at your station, forwards the calls to another station, or inhibit use of telephone while set in a program mode. Make sure the Night Service, DND, Privacy, Program, Call Forward (CFWD) keys are not activated.

Some Systems are controlled by special codes to inhibit calls and other functions system-wide or at individual stations. These may have been set through the Operators Stations or by the user inadvertently. Night Ringing, Auto Attendant special programming, can be reset by following the system or user guide provided with your phone system.

Check for broken or frayed cords.

### **STATIC, CLICKING, OR ECHO**

If you are hearing static or an echo while talking on the phone, check to ensure there isn't a problem with your telephone equipment.

Is the static on only one line or all lines on a multi-line phone? If you have a multi-line phone and another phone shares those lines—checking the line from another location may indicate a problem in the outside lines.

The first thing to check is your handset cord. A loose connection can create static. Using swivel-type *detanglers* can also create loose pin connections over time.

Try removing the handset cord and carefully cleaning the contacts with a letter opener.

Or replace the handset cord with another known working one to see if this is the problem.

Please do not pound the handset of electronic phone sets. This may damage the handset.

Look for symptoms like broken line cord, loose handset or line cord connections to phone and at jack.

Unplug the phone and plug in another similar working phone into the jack. Check to see if you still hear static.

Try plugging the phone into another jacked location of similar type phone. Check to see if you still hear static.

If you still hear static you can test the Network Service Provider's dial tone at the Demarc location ([see outside testing](#))

If the line is clear at the Demarc location the problem is either in the inside wiring or the phone.

If there is static at the Demarc location the problem is in the outside wire or Network Service Provider's Central Office line.

### **NO DIAL TONE**

Unplug or replace the piece of equipment to see if the trouble clears. Test at another jacked location of a similar type of phone.

Check Line cords and Handset cords, by replacing with known working cords

Are all lines dead on a multi-line set or just one? If problem persists, test at Outside Demarc. (NetPop)

### **CAN'T BE CALLED (PHONE DOESN'T RING)**

Verify the ringer is on, and the volume is turned up to an audible level.

Verify that there is no Call Forward (CFWD) feature activated.

Unplug the phone from its power source and jacked location. Wait 1 minute. Re-plug the phone into power source, and/or jack. If it still doesn't work, try another phone at that location.

Are other phones also not working—there may be short in the wiring of a phone, wire or a jack in the office.

Unplugging all phones in the area and reconnecting individual stations may eliminate the one phone that may have a problem. If the second or third phone doesn't work either, test at the Demarc.

### **CAN'T CALL OUT**

Is call restriction activated on this phone or line? Try another phone in that location. If it works the problem is in the phone. Inside wiring may be causing a problem, or the System or Service Provider call restriction may be set. Is this on long distance calls only?

### **HEAR OTHER CONVERSATIONS (CROSS TALK) ON THE LINE**

Hearing other conversations may be caused by enabled features, damp or water soaked telephone lines, radio frequencies interference, cross connections on premise or at the Central Office.

Is the conference button enabled on your phone? Is it just on one line on your phone? If so does that line also have cross conversation at other phone stations?

Changing the line cord, or plugging a new phone into the jack can help determine if the problem exists in the phone.

If your cross-talk is on a multi-line phone make sure that the conference key is not enabled.

Some outside wiring may get condensation in them especially during wet weather, and this can create cross conversation with other telephone lines. By calling the serving company's repair center you can wait for test results. Although it is not commonly referred to a burn test can dry out outside lines. Otherwise older or damaged outside cable can be replaced by the servicing telephone company.

Interference may be coming from radio frequency signals. Cordless phones may pick up radio or CB signals more easily than standard phones. A modular filter may help. Testing the phone at another location or using another phone at this location will isolate the problem to the jack or the phone if problem clears. If problem persists there may be water in the outside cable. Testing at the Netpop (demarc) should confirm the problem is outside your

office or location.

If the problem persists, the cause may be in the inside or outside premise wiring. Call FORWARD for further testing.

**My phone is ringing but no one is on the line when I answer.**

Is call forwarding active on the line? This will cause the phone to ring once but the call is directed to the number programmed in at the time call forwarding was activated.

Does a different telephone work on the jack?

Some electronic phones may need to be reset. (ISDN or electronic sets) Unplug all cords to jacks / outlets and wait a few minutes before reconnecting them.

Did you just end a call by depressing the switch hook then hanging up the handset? Some network services send a flash tone to the CO to enable a calling feature, and the CO may be calling you back.

Computer generated or telemarketing calls using an auto dialer can cause a delay in the rep or recorded message to begin the greeting.

Misdialed calls may just hang up without acknowledging their mistake.

**DIAL TONE BEEPS** - Hearing a series of beeps or stutter dial tone - usually indicates a Voice Mail Message awaits you. If using a headset, the tones may be an indication that your batteries are weak.

**HOLD LIGHT FLUTTERS** - Vertical uses the Hold Light to tell the station user that a function of the phone or the phone system is being used. It is used to convey that a Station to Station or Voice Mail Message is awaiting the user of that phone station. If Messaging options are not applicable, another station may have activated the Automatic Call Back feature on your phone. To deactivate this feature and turn off the light, press "**Intercom**" "**Hold**" - this should ring back the calling station and turn off your Hold Light.

**INTERCOM LIGHT FLUTTERS**

A fluttering Intercom light may indicate that the Phone System Voice Mail / Auto Attendant is on Night Service.

**INTERCOM LIGHT ON** - A steady ON light on Vertical system phones, that will not go out when depressed, may indicate the feature has been selected for Music on Hold, when no source for music exists. Press "**Intercom**" "**#**" "**1**" to turn off this feature.

**NO DIAL TONE (NDT) / DEAD PHONE** - Testing before making a call can save you some time and aggravation in the long run. For single or multi line phones, working on Centrex or Local Access Lines (POTS) switching the phone with another one that is similar in type can help you determine if it is the phone that needs repair or if the line may be dead from your local telephone serving company. If you have a telephone system (KSU or PBX), switching phones with another one of like kind and the station is still experiencing problems, the problem may be within the phone system, the jack or the Telephone Company lines. Call FORWARD to schedule a technician to diagnose and service your station's problem.

If the problem stays with the phone even after moving it to another jacked location, the phone may be in need of repair or refurbishing.

If the problem stays at the jacked location, after testing at other stations, or with other similar phone types, there may be a problem in the wiring to that station or in the jack or in the system programming.

If the problem cannot be isolated to a jack or a particular phone and you have been able to identify that the problem still occurs at the Network Service Providers Demarc Location (NetPop - where the service enters the

building from the outside), the problem may be in the outside wiring or in the Central Office.

**Phone Repair:** Ship the phone to us. We will send it in for Repair / Refurbishing through the Manufacturer or another reputable and authorized repair center and ship it back to you. Be sure to include handset, handset cord, and power adaptor, if there is one.

**Jack / Wire Repair:** Call FORWARD for a technician on site repair call.

**Dial Tone Repair:** Call FORWARD and we will report, coordinate and follow-up with Repair services from the Network Service Provider, as part of our Network Services Liaison service.

## **OUTSIDE TESTING**

### **Testing at the DEMARC (NETPOP)**

The NetPop, also referred to as the Standard Network Interface (SNI), Network Interface Device (NID) or Network Interface (NWI) the box is generally located outside at residence locations, near the electric meter. Business suites may have a local Netpop location in the phone room or closet or in a phone room of an office building with connections from the NetPop to the suite.

While it is recommended that a trained professional test the Network Providers' lines at their point of presence location AT&T has some simple instructions at their website for testing at the outside location for your home or small business. <http://www05.sbc.com/content/0,,127,00.html> The NetPop has a modular jack inside the box from which to use a test set or simple single line phone (with no built-in speaker or lights). ***ALWAYS exercise extreme caution when working with the SNI.***