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A guide to...

Phone Troubleshooting.

No dial tone

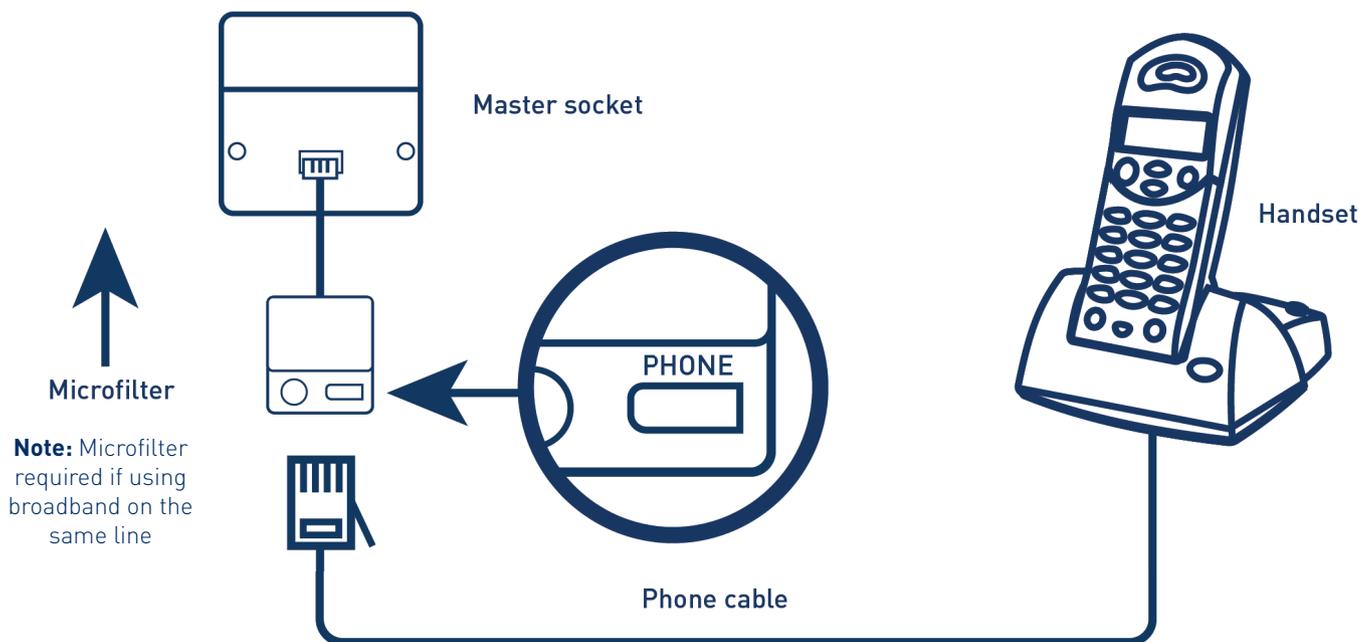
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If you have no dial tone when picking up your telephone, please follow the steps below to resolve the problem.

1. Check your setup

Check your cables and make sure everything is connected properly. Your phone cable should be either plugged directly into your master socket, or plugged into the Phone port on your microfilter. The diagram below can help.



2. Check no phones are off the hook

Make sure none of your phones are off the hook. If you use a cordless phone, press the end call button

3. Try using a different phone

Try using a different phone that you know works, preferably one that isn't cordless. If the other phone works on your line, you know there's a problem with your original handset.

4. Check for faulty devices

If you've recently added or changed any devices (like other phones, a router or a TV set-top box), unplug everything.

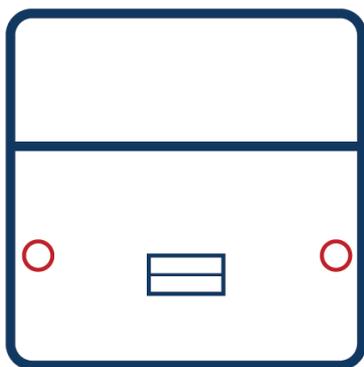
Now test the phone again. If it works, try adding each device back in, one at a time. Test your phone each time you add something back in. This will tell you which device (if any) is causing the problem. If you find something is faulty, you may need to replace it.

5. Try the test socket

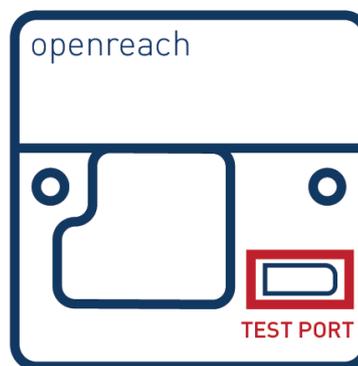
Your test socket is located inside your master socket and is the point where the internal wiring in your house connects to the phone line outside. By plugging into your test socket, you bypass all the internal wiring in your home. This makes it the ideal point to test your internal wiring for faults.

If your master socket has a removable faceplate then it contains a test socket. You can tell if the faceplate is removable if it has a split in the middle with a screw in each side.

Follow the steps below to connect your phone to your test socket:



Master socket

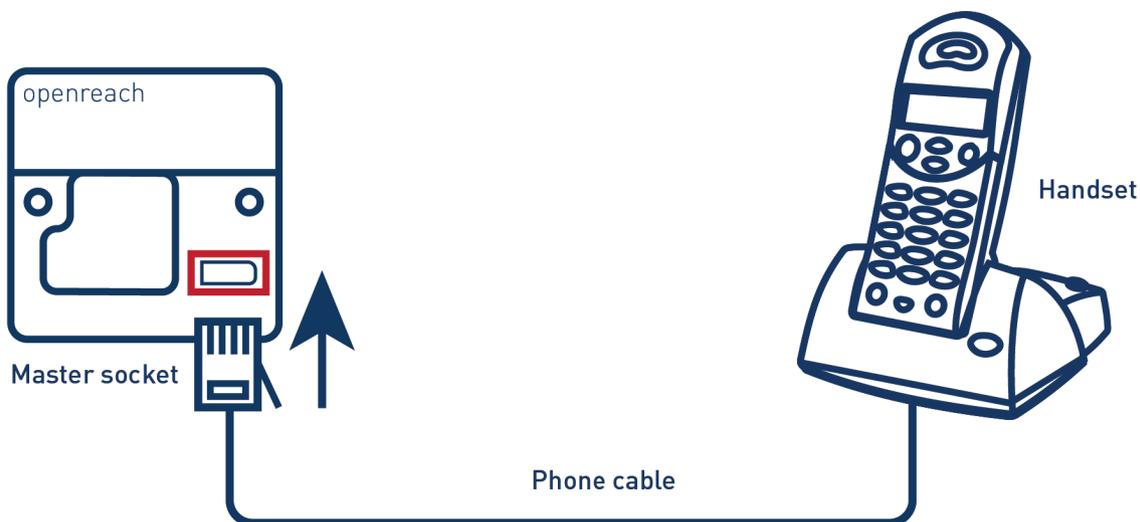


Inside master socket

1. Unscrew the faceplate using a screwdriver

2. Gently pull down the face plate which will reveal the test port

3. Plug phone into the test port



4. If your phone works in the test port, this would indicate a faulty faceplate or internal wiring causing the issue.

5. If your phone doesn't work in the test port and you have tried an alternative handset in the test port which also doesn't work, then there is probably a fault in the local area.

If you're still experiencing issues after following our guides, we may need to do some line tests and send an engineer to help you.*

Please be aware if an engineer attends site and the fault is located with internal wiring/equipment a call out charge is applied, anything on the Openreach network will be repaired free of charge.