



A guide to...

Phone Troubleshooting.

Noisy Line

If you have noise on your phone line, or your line is faint, please follow the steps below to resolve the problem.

1. Check your connections

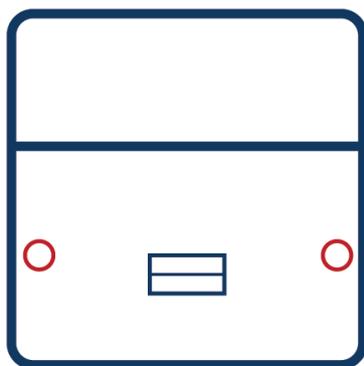
Make sure that your phone cables are connected securely. If you've made any recent changes to your phone, router or Sky TV box setup, try reversing the changes. If this fixes the issue, then simply add your devices back in, one at a time, and make test calls to your landline after you add each one. This will help you identify which piece of equipment is causing the issue.

2. Try an alternative handset

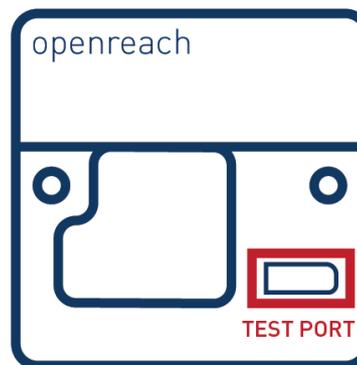
If you are using a cordless handset, try using a corded handset to see if this is the cause of the issue.

3. 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.



Master socket

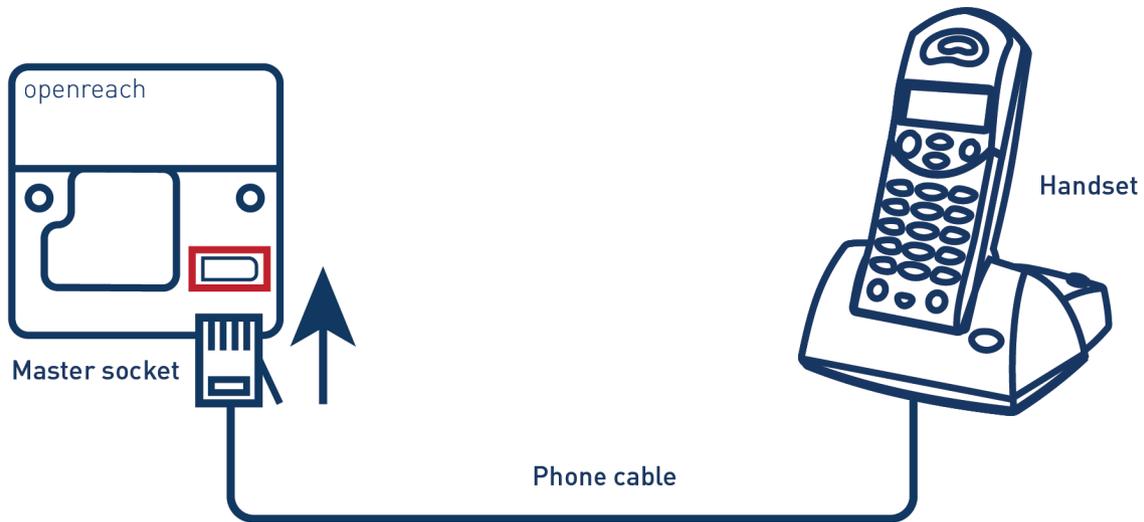


Inside master socket

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.