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A guide to...

Connecting to the Test Port.

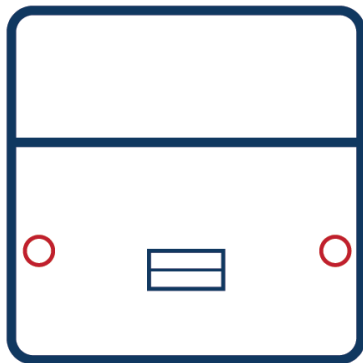
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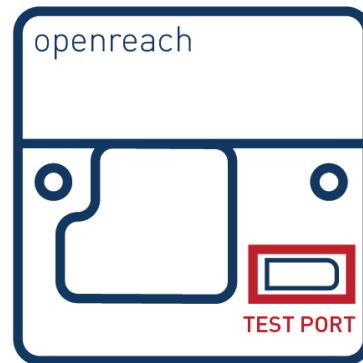
Your test socket is located inside your master socket and is the point where the internal wiring in your house connects to the phone line outside. By plugging into your test socket, you bypass all the internal wiring in your home. This makes it the ideal point to test your internal wiring for faults.

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:



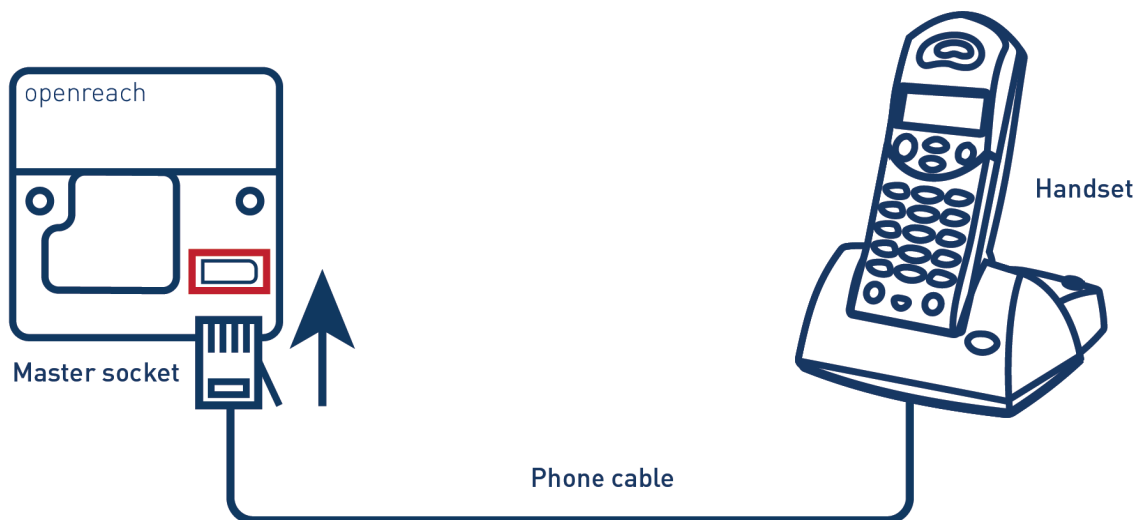
Master socket



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.