

Telephone Troubleshooting Tips

No dial tone?

Check handset cord and line cord connections. Make sure line cord is plugged into correct jack.

Phone does not ring?

Check ring adjustment level on the side of wall set or bottom of desk set.

Can't hear or be heard? Cut off during conversation?

This may be either a line or handset cord that is defective. Test by moving both cords separately to determine if this is the problem.

High Pitched Squeal?

Press all touchtone buttons on the set, including the * and # keys. A stuck button will cause a high-pitched squeal.

Static on your single line set?

Move your line and handset cords separately. If one of the cords creates static when moved, you probably can replace the cord yourself. If there is still static after cords are checked, try plugging another single line phone into the jack outlet to verify if noise continues.

Fax machine problem?

- **Not able to send data?** Unplug fax machine and place a personal desk set or a single line phone into the same jack outlet. Verify if you have a dial tone and are able to call specific number(s).
- **Not able to receive data?** Again, unplug fax machine and place a personal desk set or a single line phone into the same jack outlet. From another phone, dial the fax machine number and listen to hear if the fax line connected phone rings. If the phone rings, then the problem is with the fax machine and not the phone line.