

# Calls and Lines

End User Technical Support Guide



Version	Date	Description
1.0	14.02.2019	Document created

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# Troubleshooting

Here you will find the most common reasons for calls into your service provider support team and steps you can take to resolve these types of queries. Below, find some of the check you are able to carry out that may resolve your issue.

## Bell Not Ringing

If you are able to make outgoing calls, check that the ringer switch on the telephone has not been moved. If the ringer is set to on, then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If the bell starts ringing, then the fault is with the telephone. If the bell is still not ringing, then log a fault.

## Continuous Dial Tone

The first thing you should do if you have a continuous dial tone is to disconnect any extension wiring from the line at the Network Termination Equipment (NTE) faceplate. Then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If this resolves the issue, then the fault is with the telephone. If you still have a continuous dial tone, then log a fault.

## Calls Cutting Off

The first thing you should do if calls are cutting off is to disconnect any extension wiring from the line at the Network Termination Equipment (NTE)/socket faceplate. Then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If this resolves the issue, then the fault is with the telephone. If you still have calls that are cutting off, then log a fault.

## Faint Calls

The first thing you should do if calls are faint is to disconnect any extension wiring from the line at the Network Termination Equipment (NTE)/socket faceplate. Then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If this resolves the issue, then the fault is with the telephone. If you still have calls that are cutting off, then log a fault.

## No Dial Tone

The first thing you should do if you have no dial tone is to disconnect any extension wiring from the line at the Network Termination Equipment (NTE)/socket faceplate. Then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If this resolves the issue, then the fault is with the telephone. If you still have calls that are cutting off, then log a fault.

## Noisy - Incoming and Outgoing calls

The first thing you should do if both incoming and outgoing calls are noisy is to disconnect any extension wiring from the line at the Network Termination Equipment (NTE)/socket faceplate. Then you should try another corded telephone, one which you know works. This should be attempted from the test socket. If this resolves the issue, then the fault is with the telephone. If you still have calls that are cutting off, then log a fault.

## Noisy - Outgoing Calls \*Only\*

If only outgoing calls are noisy then you should try making calls with the 1280 prefix which will force calls over the BT network. If this is successful, we require 3 examples of numbers where calls failed, together with the times and dates of these calls within the last 48 hours to allow us to investigate. If this is unsuccessful, then log a fault.

## No Outgoing Calls but Incoming Calls are OK.

If you are still able to receive telephone calls, but unable to make any, try to make a call using the prefix 1280, which will force calls over the BT network. If this is successful, we require 3 examples of numbers where calls have failed, together with the time and date within the last 48 hours. If no calls can be made with the 1280 prefix, then raise a 'no outgoing calls' fault, adding notes stating the calls are still failing when using the 1280 prefix.

# How to raise a WLR fault

First see if the fault you have matches any of the previous descriptions. If so, please carry out the quick steps which will most likely resolve your issue. If your issue persists, call your service provider support team.