How to Test Your Telephone Line

If you're having problems with your phone line, whether a noisy line or you have no dial tone, use the following quick tests to help identify where your problem lies. If an engineer is scheduled for a visit and your problem is deemed to be related to your own equipment or internal wiring, charges in excess of £120+VAT may be applied.

Procedure:

1. Check your telephone equipment
   In the very first instance of experiencing problems with your line, check the following basics with your own telephone equipment
   - Are any of your phones off the hook?
   - Look at the telephone cables and any power cables - are they securely plugged in?
   - Check Micro filters are installed where required.
   - For cordless telephones, please make sure the battery is charged.

2. Try another phone
   If all of the above checks test ok, unplug the phone that you are having problems with and try another phone in the same socket. If your problem goes away, then your phone is at fault. If your problem persists, continue to step 3.

3. Master socket test
   Connect your phone into the TEST socket. If possible, use a corded telephone as opposed to a cordless base station. When testing at the TEST socket, all other equipment should be removed from the socket – including Microfilters, doublers any other extension wiring.
   Your Test socket can be found behind the Master Socket Faceplate. This socket is the point where your telephone line enters from outside into your property. In most residential dwellings, this is often towards the front of your property. The latest Master sockets will have either the BT Piper logo or Openreach logo on the top left corner.

Fig A

   1. Remove the 2 small screws on the Master Socket Faceplate, The master socket may have a BT logo on the top hand corner of the faceplate and will be the only socket with the TEST socket behind. (see Figure A).
   2. Carefully take out the bottom half of faceplate.
   3. On the right hand side beneath the face plate you should now be able to see the TEST socket.
   4. Plug your telephone into the TEST socket (see Figure B).

Fig B