

Trouble-Shooting your phone service

While telephone lines and jacks have a long life, problems do sometimes arise. These problems are typically found in two locations; inside or outside your home. The steps below are to help determine where a phone problem exists and to help determine the best repair solution.

Isolation of Telephone Equipment Inside the Home

1. Unplug all lines plugged into phone jacks, including computers, fax machines, satellite/cable receivers; any and all devices connected into every phone jack in the house.
2. Plug in a regular corded phone into each individual jack and see if issue has cleared.
3. If there is an issue at any specific jack, then the inside wiring or the plugged-in device may be defective.
4. If you hear dial tone in all the jacks, then the system has restored itself and the problem is fixed.
5. If you do not hear dial tone at each jack, check the Network Interface Device (NID), which is also known as a phone box.

Checking the NID (Phone Box)

1. Locate your phone box (normally a gray or green plastic box) with a telephone company symbol or phone symbol on it. It is usually located on the outside of the home near the electrical meter. In some cases, it may be located in the basement, garage, or somewhere inside of the home.
2. Once you have located the phone box, use a screwdriver to loosen the fastening screw. If necessary, depress tab on the side of the box to open the door.
3. After the door is open, unplug the phone line from the jack (see illustration below). If the NID has multiple phone lines, test each jack by unplugging one line at a time and plugging in the regular corded phone.
4. Check to see if the problem is present at the phone box. Listen for dial tone, static, hum, or cross talk on each line. If a problem is present at the phone box, the issue is most likely on the outside line. Contact Sage Telecom Repair to schedule a repair technician.
5. If the problem is gone, your trouble is with your inside wiring, telephone equipment, or jacks. Contact Sage Telecom Repair to schedule an inside wiring technician.

6. Once you have finished your test, disconnect your test telephone and reinsert the original lines securely. Close the cover and screw the fastener down until the cover is tight.

