

# Repair Services

## Troubleshooting

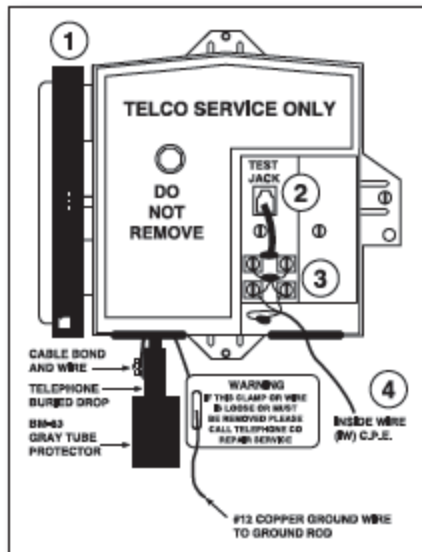
These steps can help you determine why your phone isn't working:

1. Check to see if all of your telephones are hung up.
2. Look for exposed wiring and loose connections.
3. Check each phone and each outlet to see if they work. Cordless phones need to be taken off the jack and electrically unplugged when testing.

4. To find out if there are problems with your phone jack or house wiring, simply move a working phone to each outlet in the house to see which location is causing trouble.

5. A test point device (Network Interface) may have been installed where your telephone service wire comes into your house. This test point is there to help separate your wiring trouble from the telephone company's trouble. If you get a dial tone outside of the house, the trouble is inside.

## Network Interface Device



## Residential Network Interface Device Information

1. Open this inside cover with a screwdriver. It has information for step-by-step troubleshooting.

CAUTION-REMOVE PLUG TEST JACK BEFORE MAKING WIRE CHANGES.

TO TEST LINE-REMOVE PLUG FROM TEST JACK. PLUG IN WORKING PHONE IF YOU CAN MAKE A CALL, PROBLEM IS INSIDE HOUSE. IF YOU CANNOT MAKE A CALL, UNPLUG PHONE, REPLACE PLUG IN TEST JACK AND CONTACT PHONE COMPANY.

2. Test Jack and Plug. Squeeze top of plug and gently pull straight out.
3. Inside wire binding posts. (All posts have color-coded wires terminated to them).
4. Inside wire is the responsibility of the customer. Connect your inside wire to binding posts, color to color (green to green, red to red, etc.).

### **Why won't my phone work?**

Problems with your telephone can be caused by our lines or switching equipment-or there may be something wrong with one or more of your telephones. The source of the problem can make an important difference to you. See the diagram below.

When you call our trouble desk with a service problem, we'll do our best to locate and clear the trouble. If the trouble is in our lines or switching equipment, we will take quick action to correct the problem and, of course, there is NO charge. If you determine that the source of the problem is the telephone that you own, then you should follow the instructions on the warranty for repair. If you don't subscribe to Inside Wire Protection Insurance, we will happy to repair the problem; however, we will charge you for the labor and materials.

### **Our trouble desk can help you isolate the problem.**

We can test your line. But in some cases, we won't know what's wrong without sending a repair technician to your home or office. There may be a charge for this repair visit. Troubleshooting, described on the previous page, may help you find the problem yourself and save time and money.

### **What can I do to minimize the cost?**

Simple tests can help you figure out why your telephone isn't working and whether the trouble is United's equipment or line or your telephone equipment or inside wiring. See the previous page.

