Telecommunications Troubleshooting

1618 Laurie Sherrod July 11, 2023 [Network, Phones and Cable](#)

TROUBLESHOOTING COMMON TELEPHONE PROBLEMS

Before requesting help, please follow the steps below to help troubleshoot the problem.

PROBLEM	REMEDY
Single line phone does not work	Plug a different (working) phone into the wall jack. If the phone does not have a dial tone, the problem is in your telephone line or wall jack. Report to CU Telecommunications at 656-0616 or e-mail: TelecomServices-L@clemson.edu. If the phone does have a dial tone, the problem is in your phone or cord. Test cord by plugging a different mounting cord (cord from phone to wall) into the wall jack and your phone. If phone has a dial tone, the problem is in the cord. Administrative Departments need to report the problem to CU Telecommunications at 656-0616 and request a mounting cord. If phone has no dial tone, report problem to CU Telecommunications at 656-0616 or e-mail: TelecomServices-L@clemson.edu.
Business set does not work	Reset the telephone by unplugging the mounting cord (cord from phone to the wall) for approximately 60 seconds. If the phone has a

	transformer, verify it is properly plugged in to the electrical outlet. If problem continues, perform tests indicated in "Single line" REMEDY shown above.
Unit does not ring	If ringer volume switch is accessible, verify ringer is on "high". If problem continues or if switch is not accessible, report to CU Telecommunications at 656-0616 or e-mail: TelecomServices-L@clemson.edu.
Can't be heard or Can't hear caller	Plug a different handset cord into the phone. If problem clears, report problem to CU Telecommunications at 656-0616 or e-mail: TelecomServices-L@clemson.edu and request a new handset cord.
Static	If your phone has a cord twist top, remove or replace that equipment. Plug a different (working) phone into the wall jack. If static continues, report problem to CU Telecommunications at 656-0616 or e-mail: TelecomServices-L@clemson.edu.
Speakerphone doesn't work	Verify transformer is plugged in properly in electrical outlet.
Add-on module on business set doesn't light	Verify transformer is plugged in properly in electrical outlet.
Can't hear on headset	Add new batteries.

If you have more questions about this, call 864-656-3494.