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**TROUBLESHOOTING COMMON TELEPHONE PROBLEMS** Before requesting help, please follow the steps below to help troubleshoot the problem. Â

| <b>PROBLEM</b>                      | <b>REMEDY</b>  |
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| 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:Â <a href="mailto:TelecomServices-L@clemson.edu">TelecomServices-L@clemson.edu</a> . Â 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:Â <a href="mailto:TelecomServices-L@clemson.edu">TelecomServices-L@clemson.edu</a> . |
| 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:Â <a href="mailto:TelecomServices-L@clemson.edu">TelecomServices-L@clemson.edu</a> .   |
| 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:Â <a href="mailto:TelecomServices-L@clemson.edu">TelecomServices-L@clemson.edu</a> Â 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:Â <a href="mailto:TelecomServices-L@clemson.edu">TelecomServices-L@clemson.edu</a> .   |

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

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