

Troubleshooting Your Customer-Owned Equipment

SHOULD YOU INCUR TELEPHONE TROUBLE, TRY THE FOLLOWING PROCEDURES BEFORE CALLING THE TELEPHONE COMPANY. THIS COULD SAVE YOU A MAINTENANCE OR SERVICE CHARGE.

Type of Trouble	Possible Causes	Solution
1. No Dial Tone	<p>Loose Wiring</p> <p>Defective Phone, Wiring or Jack</p>	<p>Physically inspect phone, wiring, connections and jack(s). Reinsert loose plugs or tighten loose wiring.</p> <p>Try a different phone in the same jack as the non-working phone. If:</p> <p style="padding-left: 40px;">New phone works — original phone should be taken to a repair center.</p> <p style="padding-left: 40px;">New phone does not work — try original phone in a different jack; there may be trouble in the wiring or jack.</p>
2. No Dial Tone on All Sets	<p>One Bad Set or Receiver Off Hook</p> <p>Defective Wiring</p>	<p>First, make a physical inspection of all sets and wiring /jacks for loose connections or receiver off hook. Next, disconnect all sets. Plug in (connect) and test each set individually for dial tone. Unplug (disconnect) the set after testing before testing the next set. If one does not work, then test as stated in Item 1.</p> <p>Inspect the wiring inside and outside of the house. If loose, cut, or frayed wiring is found, report the findings to your telephone company repair service or to whomever you choose to repair your wiring.</p>
3. Noisy Line	Loose Wiring	Follow same steps for "loose wiring" in Item 1.

	Bad Cord, Set, or Jack	<p>If the trouble occurs when a cord is moved, the cord should be replaced. Is the trouble in:</p> <ol style="list-style-type: none"> 1. One set? Try a different set in this jack. If this clears the trouble, the original set should be taken to a repair center. 2. All sets? Disconnect all sets, plug in and test as in Item 2. If the trouble occurs during this process, the set being tested is causing the trouble. This set should be checked for loose connections. If this fails to identify the trouble, take the set to a repair center.
4. Cannot Break Dial Tone or Reaching Wrong Numbers	Shorted Wiring, Loose Wiring or Defective Jack Bad Cord or Set	<p>Follow same steps for "loose wiring" in Item 1.</p> <p>Follow same steps for "bad cord or set" in Item 3.</p>
5. One Set Does Not Ring	Improper Bell Adjustment	<p>Check the volume control on the bottom or base of the set.</p> <p>Try a different set, which is known to ring properly, in the same jack.</p> <ol style="list-style-type: none"> 1. New set rings — original set should be sent for repair. 2. New set does not ring — the trouble is in the wiring or company's network.
6. All Sets Do Not Ring (But Do Have Dial Tone)		<p>If more than one set stops ringing, call the local telephone company's repair service.</p>

If the above procedures have not cleared or located your trouble, you should call Ogden Telephone Company for repair of service. Be sure to give the representative the

results of your testing. REMEMBER, there may be a charge if a set you own or your wiring or jacks are causing trouble.