First Line Checks Guide

In the complicated world of telecoms, disruptions are always a possibility. Our guide below describes the steps we need you to follow to help our Customer Services Team diagnose any problems for a speedier resolution:

Speed Test:

Complete a speed test using reliable online tools to assess your current internet speed. Ensuring that no other devices are connected to the service at the time https://www.speedtest.net/

Signal Strength

For a wireless connection, check the signal strength on your device.

Try repositioning your router for better coverage. Avoid placing router near to any metal beams or furniture, electric fans, heating boilers, lift shafts and electric dimmer switches as these can impact the signal. Simple things like flashing Christmas lights can also cause issues with signal.

Broadband Checks

Are all phone sockets correctly filtered with a micro filter rather than just the socket the DSL router is connected to?

Has the micro filter (if needed) been replaced to see if that resolves the issue?

What is the status of the sync light on the Broadband Router? Solid/Flashing/Off?

Is there a dial tone on the PSTN/ telephone line the service runs on?

Where you have a BT master socket, has the service been tested via the test port behind the master socket? This eliminates any possibility of interference from internal wiring / non DSL sources etc. This is done by carefully removing the BT faceplate.

When the connection drops, are there any electrical devices that have been turned on/off which could cause interference?

Have you power cycled the router? Use the power switch or socket. Leave it powered off for 3 minutes then power back up. It can take a minute or two to boot back up.

Have you checked the cables, including power and ethernet, are not damaged and are securely connected?

Fibre Internet Services

Is our Managed device powered onsite with power lights visibly lit?

What status lights are illuminated on our equipment?

If illuminated, what colour?

Is the Carrier Equipment box powered?

What status lights and colours are on the Carrier Equipment?

Confirm which port the cables are plugged into?

Are the interface lights illuminated and/or flashing?

Power cycled all equipment before raising it with the carrier?

Able to ping the default gateway?

Provide a trace-route to destination if CPE online?

Have you checked the cables, including power and ethernet, are not damaged and are securely connected?

Take a picture of the whole kit set up showing the cables, ports and light information. These will assist in resolving the issue.

Analogue Lines

What should I do if I cannot make or receive phone calls?

Firstly, plug a standard (analogue) phone into the socket to check for dial tone / line noise. It is preferable to carry out this test from the master socket and without anything else plugged into the line, as all sockets on a line are wired in parallel, a fault on one socket or piece of equipment plugged into one socket may affect the line and give a false result. Before logging a fault, you should (but may decline to) remove the lower part of the socket facia which will disconnect the customers and test for dial tone using the socket inside.

Make an inbound test call to the number to confirm if it can be answered, in which case the line is reaching the customer and there is not a fault on the maintained part of the line, therefore an engineering visit will result in a charge.

Please be aware that a faulty analogue line will still ring out when called even if it is not reaching the customers premises.

I have a loud hissing / crackling on my line. What can I do?

A quiet line test can be performed by dialling **1 7 0 7 0** from an analogue telephone plugged into the line and selecting option 2. Any noise on the line can then be heard. It would also be appropriate to try a different handset in case it is the handset that is faulty. Handset wires are the biggest cause of this scenario.

How can I find out the line number?

To confirm the telephone number of a line, dial **1 7 0 7 0** from an analogue telephone plugged into the line and a recorded message will be heard which will confirm the telephone number.

IP Handsets

If you have an issue with an IP handset, please try the following before reporting to us.

Initially power the handset down for 2 to 3 minutes and then power it back up. Please allow 5 full minutes for it to reconnect to the network.

If this doesn't connect/register, then please move it and connect it to a lead that works for another IP handset. Then repeat the 5-minute wait to see if the issue follows the handset. If it doesn't then the cable it was initially plugged into should be swapped out for a new one.

If the problem does follow the handset, then please contact us and we can do further investigation for you.