

Home Phone checks – Plusnet Help

(DESCRIPTION)

A man in a Plusnet shirt standing in front of a Plusnet banner.

(SPEECH)

Hello, I'm Liam and welcome to Plusnet Help.

Today I'm going to help you with how to fix a potential problem with your phone line.

We do advise you to take these steps before giving us a call as these will often fix your problem straight away.

This guide is designed to help you with issues such as: No dial tone, poor quality such as a noisy or faint line and being unable to receive calls.

First things first, we need to find your master socket, this is often the first telephone point where the line enters your home. If you're still unsure of what that looks like, we have a guide [here](#).

Now you've found it you need to make sure it's working properly.

To do that you need a corded telephone handset.

First of all, disconnect the microfilters and anything else you might have connected.

Now take the corded handset and plug directly into the master socket.

Once you've done that, pick up your handset and see if you're still having the same problem.

If that fixes your problem, the issue is probably with your setup. What you would need to do now is reconnect everything, step by step, to see where your problem lies.

If it didn't fix your problem, we now need to try a phone into your test socket. If your socket looks like this, unscrew it to reveal a test socket.

(DESCRIPTION)

A master socket is shown with an indented line running around the top third. It has two screws on either side of the front cover 2/3rds from the top. When the cover is taken off there is a test socket revealed in the bottom right.

(SPEECH)

Liam: Just make sure you don't loosen any wires while you're doing so.

It's also important that if it doesn't look like this to skip to the next step. Don't unscrew it, you may cause more damage.

Now plug the phone directly into the test socket. While the faceplate is removed, you may notice any extension phone socket in your property do not work, don't worry that's absolutely normal.

If you're still having the problem, we may advise to try a different corded handset where possible, just to rule out that the issue isn't with your phone.

We find that the steps that we've just asked you to go through will often fix telephone problems. If it hasn't for you then just give us a quick call and we'll get it sorted for you.