



Telephone Troubleshooting Guide

OneSource is responsible for providing reliable telephone service to the Network Interface Device (NID) located on the outside of your home or business. If you request a technician to come to your location and the problem is related to your internal wiring or telephone equipment, you will be billed a trip charge.

Q. I have no dial tone, what should I do?

A. Check to ensure there is no problem with your telephone equipment by taking the following steps:

1. Make sure that all cords are plugged in correctly.
2. If you are using a cordless phone, replace or charge the battery.
3. If you have more than one phone, make sure that each phone's receiver is on the hook.

- a. If none of them are off the hook, unplug every phone.
- b. Then plug each phone back into any wall jack one at a time.
- c. Check each phone for a dial tone as you go.
- d. The telephone set that causes the line to go dead is the one needing repair. Contact the retailer or manufacturer of the phone for assistance.

4. **NOTE: If you have OneSource Fiber Connection service, this step is not applicable.** Take a working phone to your telephone Network Interface Device (NID). This box is usually located on the outside wall of your home or business. It is located where our outside lines and your inside telephone wiring connect, or "interface".

- a. Open the network interface device and locate the "telephone jack" inside. Remove the modular plug from the jack and insert the phone jack from your phone.
- b. If you have a dial tone when you plug the telephone in the NID, the problem is in your inside telephone wiring.
- c. If you still do not have dial tone when you plug your phone into the NID, the problem is in our outside telephone lines. Call our Customer Service Department at 817-745-3000.

Helpful Hint: In the event of a power loss, a cordless phone will typically not work. It is a good idea to keep a corded phone handy for emergencies.

Q. What do I do if I can call out, but I cannot receive calls?

- A.** You should verify that your telephone equipment is in proper working order.
1. Make sure all cords are plugged in correctly.
 2. Check the bell/ringer volume and make sure that it is turned up to a level where you can hear it.
 3. Check to see if you can make and receive calls at the NID (see Item 4 under "No Dial Tone").
 4. If the problem remains, contact our Customer Service Department at 817-745-3000.

Q. Why do I hear static on my line?

A. If you are hearing static on your line, check to ensure there is no problem with your telephone equipment by taking the following steps:

1. If using a cordless phone, replace or charge the battery.
2. If you have more than one phone, unplug and then plug each phone back in one at a time. If the static returns when one phone is plugged in, then that phone or the internal wiring to that phone is causing the static. Contact the retailer or manufacturer of the phone for assistance.
3. If static is happening on long distance and international calls, please contact your long distance provider.
4. If the static remains, contact our Customer Service Department at 817-745-3000.

Q. I am unable to dial long distance numbers, why?

A. If you cannot call a long distance number (1 plus area code), consider the following:

1. If this is a new installation, did you subscribe to a long distance carrier? If you did not, you will have to use a dial-around code in order to place a long distance call.
2. Check to make sure you have not subscribed to a product that allows you to restrict the numbers that can be called from your telephone, such as, "toll blocking".
3. If items 1 & 2 do not apply, please contact our Customer Service Department at 817-745-3000 and provide the numbers you are unable to dial.