

# LANDLINE TELEPHONE TROUBLESHOOTING CHECKLIST

Customer Name:

Date:

Phone Number:

Technician/Assigned:

## 1. PHYSICAL & CONNECTION INSPECTION

Verify the telephone line cord is securely plugged into the wall jack and the phone base.

Inspect the line cord and handset cord for any visible signs of physical damage, cuts, or severe kinks.

For cordless models, confirm the base station power adapter is plugged into a functioning electrical outlet.

Confirm the handset batteries are charged, correctly oriented, and functioning.

## 2. BASIC DIAL TONE & LINE TESTING

Listen for a dial tone.

If there is no dial tone, attempt to connect a known working phone to the same wall jack.

Check for noise, static, hums, or radio interference on the line.

Disconnect all other devices on the line (fax machines, modems, splitters, alarm systems) to isolate the line.

## 3. DIALING & RINGING VERIFICATION

Ensure the ringer volume on the telephone handset/base is switched ON and turned up.

Check for a dial tone and attempt to dial an external number to test outgoing call capacity.

Test incoming call function by calling the landline number from an external phone.

Verify caller ID functions correctly on incoming calls (if applicable).

#### 4. ADVANCED & NETWORK DEMARCATION TESTING

Locate the external Network Interface Device (NID) / Customer Connection Point outside the building.

Plug a standard corded phone directly into the NID test jack to check for dial tone.

Determine if the fault lies within the inside wiring (dial tone present at NID) or the provider network (no dial tone at NID).

Check DSL filters (if internet is shared on the line) and ensure they are properly installed on all voice equipment.

#### Troubleshooting Notes & Findings

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TECHNICIAN/INSPECTOR SIGNATURE

CUSTOMER SIGN-OFF / DATE