I can't make or receive calls – Troubleshooting Guide

If you're having trouble making or receiving calls on your landline try following these simple steps to get your service back up and running.

1. Check you have a dial tone
Make sure your phone has a dial tone. If the dial tone is interrupted or stuttered, it means you have a new Voicemail message. This won't affect your service and you can listen to it by dialling **1571**.
If you have no dial tone or are still having problems, move onto the steps below.

2. Check your setup
Check the wires connecting your phone to the phone socket are fitted securely and in good condition. You can also try using a different phone cable to see if the original cable is causing the problem.

3. Have you added any devices to your setup?
If you've recently connected a TV box, new router or a new phone, try reversing the changes. If this resolves the issue, add devices back into your set-up one at a time to find out which one is causing the problem.

4. Try a different handset
Make sure none of your phones are off the hook, then test your line with a different handset altogether to see if this fixes the issue. If you're using a cordless phone make sure the batteries are fully charged.

5. Check for crossed line issues
If you can hear someone else's telephone calls when you pick up your phone, you may have a crossed line. Simply dial **17070** from your landline to relay the number you're still connected to and fix the problem.

6. Are you using speed dial?
Instead of speed dialling, try dialling the phone number instead to see if you're able to connect.

7. Plug your phone into your test socket
Testing a phone by directly plugging it into your master socket is the final check to see if the fault is in your home. It takes a few minutes and all you need is a Philips screwdriver. For more information, see What is a test socket?.

8. Check for a Call Divert
Have you recently set up call divert? If so you won't be able to receive calls on your home phone till it's removed