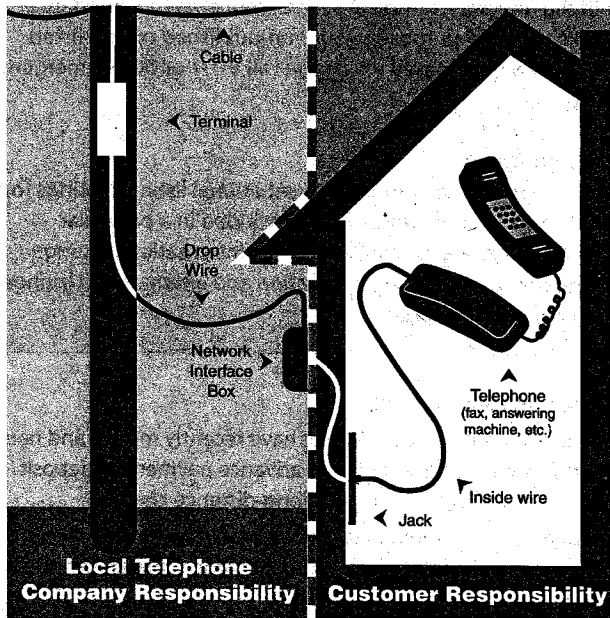


# repair service

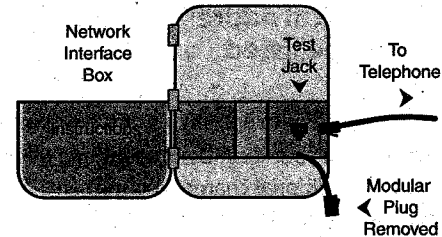
Simple tests can be done to determine whether to call your local telephone company or another company. These tests may save you time and money. Repair Service reporting numbers are in the front of this section.

## Before You Call

- 1 Hang up all telephones. Make sure phone accessories – answering or fax machines, computers, modems, security system, and telephone sets – are working. To check, unplug the phone cord from the unit or the jack and check for damage. Leave everything unplugged for 5 minutes. Then try plugging in phone sets one at a time to see if the trouble still exists.
- 2 If all the phone accessories are working, go to your network interface box. (Outside, where the phone line enters the house.)



- 3 Test to determine if the problem is inside or outside the house:



1. Take a working phone to the network interface box (single line phone only).
2. Remove the modular plug from the test jack and insert the modular plug from your phone.

### If the same problem occurs

the problem may be in the phone lines. Call your local telephone company. If the problem is in the phone lines, they will repair the lines at no charge to you.

### If the problem does not occur

the problem is in your wiring. Call your local telephone company or another company to repair your inside wiring.

### If the problem is in your telephone set

follow the instructions on your warranty or contact your equipment retailer for repair or replacement.