

Phone Troubleshooting Checklist

Follow these steps in order. After each one, check if your phone is working again.

☒ Step 1: Check your internet

- Open a web page on your computer or phone.
- If the internet isn't working, your phones won't work either.
- If you need calls forwarded to another number until the internet is fixed, contact support.

☒ Step 2: Restart your phone

1. Unplug the phone's power cord (the screen should go dark).
2. Wait **10 seconds**.
3. Plug it back in and let it restart.
 - ➔ This often fixes sound issues, button problems, and call problems.

☒ Step 3: Check the cables

- Make sure all cords are pushed in tightly.
- On the back of the phone:
 - One cord generally goes from the wall to the port labeled **"LAN" or "Internet."**
 - Another cord may go from the port labeled **"PC"** to your computer.

☒ Step 4: Restart your internet equipment

1. If you feel comfortable doing so, unplug your internet box (modem/router) or any network switches.
2. Wait **10 seconds**.
3. Plug them back in.

☒ Step 5: Restart other phone equipment (if you have it)

- **HandyTone/ATA box (for fax, call box, or pool phones):**
 - Small box with blue lights and a cable in a port with a globe symbol.
 - Unplug it, wait **10 seconds**, plug it back in.
 - [See picture here.](#)
- **Cordless base (not the charging stand):**
 - Small black box, 3 green lights on the right side, button looks like WiFi symbol.
 - Usually in your network closet.
 - Unplug it, wait **10 seconds**, plug it back in.
 - [See picture here.](#)

 Still not working?

- Email: **support@btelecomkc.com**
- Call: **816-398-8825**

We'll help troubleshoot further or send a technician if needed.