

First line Checks

Before you contact the support desk please ensure that you have completed the below checks for the relevant fault.

**Please note that these tests only apply to ADSL & VDSL and do not apply to SOGEA and FTTP as there is no voice component of the line to carry these tests out on. Skip these tests SOGEA & FTTP circuits.

Preliminary WLR Tests

Check the physical phone line. To do this:

- Plug a telephone into the test socket, lift the receiver and listen for any audible noise
- Dial 17070 and press option 2, this will carry out a quiet line test
- Make a phone call and ensure the quality of the call is good
- If you own the line, carry out a WLR line test

No Dial Tone

- Is the router powered up?
- Are the router and associated cables connected correctly?
- Does rebooting the router resolve the problem?
- Is the underlying telephone line working ok? (see Preliminary WLR tests above)
- Plug in a phone and check that dial tone is present, and that there is no audible noise. (see Preliminary WLR tests above)
- Is the sync light on the router (CD Light)?
- Is the PPP light on the router?



- Confirm if the customer has ever had a working service, if yes when was the fault first experienced? And has anything recently changed on site? i.e. new cabling, other electrical equipment?
- Is the router connected in the master socket? Has the internal wiring been eliminated?
- Does removing all other equipment from the line like analogue phones and fax machines solve the issue? *

Please note: Gamma strongly recommends that equipment like fax, PDQs & alarms are kept on a separate WLR line from broadband. These products and any others that use high frequency tones will interfere with the connection and cause speed and connectivity issues.

Drop Calls

- Is the problem experienced constantly or only at certain times of the day?
- Does the router lose sync when the calls are dropped? If so, how long for and how does the user get sync back?
- Is the underlying telephone line working OK? Plug in a phone – is dial tone present and no audible noise? (see Preliminary WLR tests above)
- Is the router filtered properly? Does changing the filter help?
- Is the router connected directly to the master socket? Has local wiring been eliminated?
- Has all other equipment been removed from the PSTN line (phone and fax machines)?

- Are there any sources of electrical or mechanical interference near the router?

Poor Call Quality

- Describe the symptoms exactly and at which end experienced: crackling or popping; distorted voice; intermittent silence; inaudible voice; echo on the line
- Is the problem experience constantly or only at certain times of the day?
- Is the underlying telephone line is working OK? Plug in a phone – is dial tone present and no audible noise? (see Preliminary WLR tests above)
- Is the router filtered properly? Does changing the filter help?
- Is the router connected directly to the master socket? Has local wiring been eliminated?
- Has all other equipment been removed from the PSTN line (phone and fax machines)?
- Are there any sources of electrical or mechanical interference near the router?
- The following guides are to be used after the first line checks have been completed, by using the contents table at the top of the page you will be able to select.