

6.2 Telephones — Troubleshooting

Problem

Action

Phone is dirty, smells of smoke
– needs cleaning

Wipe clean with a damp cloth, or use a common cleaning agent such as Windex. SXTV will only replace defective phones.

Defective or damaged phone
– includes problem with phone buttons sticking

Call SXTV (944-3330) to have a staff member come to your office to retrieve defective phone for repair and to provide a replacement.

Phone doesn't function and display screen says to check line cord

1. Make sure phone is plugged into a black numbered jack, not a red one (which are for the computers).
2. If already plugged into a black numbered jack, try another black numbered jack in the same office.
- 3a. If you still do not have a dial tone, call the Information Technology Help Line at 944-1776 (1-2-1).
- 3b. If you get a dial tone, call someone in a neighbouring office to check if your phone number shows correctly (it will show on the other person's display screen). If the number does not match your phone number, call the Information Technology Help Line at 944-1776. (1-2-1)

Phone doesn't function at office I moved into
– service request not submitted to SXTV

1. A telephone number does not automatically move with a phone set. The line to your phone carries your phone number, not the phone set itself. Any change in location requires a service request to SXTV, which arranges for a Bell Canada technician

