

Trouble-shooting Tips

One handset not working correctly:

Power off and back on

Plug into a different wall socket

Try connecting another Ethernet cable

Connect this handset into a cable and socket from a known working one

(this determines whether the handset is faulty, cable or socket)

All phones are down:

Check if you can still get on the internet

If no, reboot the router (leave off for a minute or 2)

If yes, (if connected to a base station) reboot this or try another wall socket/Ethernet cable

If still not working, please call us and tell us what you have already tried so we can investigate further.

Crackly line or call cutting off:

If you have already gone through all the above options and it appears intermittent, confirm you have the router plugged into the master socket and that a filter is in place.

You may need to try replacing the filter with a new one (Pink Connect supply 2 in the box with the router).

If you still experiencing issues, call us so we can check the router and see if this could be faulty.