



# The 50plus



## 50plus technical support – telephone information

Scroll down to look at the information put together by our technical team on testing telephone lines and how telephone extensions are wired.

For a broad range of 50plus technical support information visit:

[http://www.the50plus.co.uk/tech\\_support.php](http://www.the50plus.co.uk/tech_support.php)

For the main 50plus and lots of useful information site visit:

<http://www.the50plus.co.uk>



## Testing BT telephone lines and/or installing new sockets

This note sets out some brief information regarding installing additional sockets and testing for faults.

### Key points:

(i) When installing additional extensions check to see if the customer has broadband installed. If this is the case EVERY extension & computer must have a splitter fitted that separates the telephone from the ADSL (broadband). Normally these are small plug in adaptors or a small box with a trailing lead (see figure 1) , in each case having a plug to go in the telephone socket and two sockets, one marked ADSL, the other marked telephone. If a telephone is plugged in without a splitter it may disable the broadband and the phone line will be 'noisy'.

(ii) Don't always believe BT's the problem's in the house story - it's not always the case. To test a phone line:

(a) take a known operational handset to site

(b) unplug all handsets, computers etc.

(c) locate the 'master socket' - this is where the BT line into the house terminates (it may not be a used socket - in a some instances it may be in a loft and/or be like that shown in figure 3) - in most instances it's an ordinary socket

(d) plug in the known operational handset and test for dial tone, if it's present check for noise etc. and if all OK make a test call then go to (f)

(e) if there's no dial tone at the master socket ask the customer to call BT again whilst you are there. They will arrange an engineering appointment

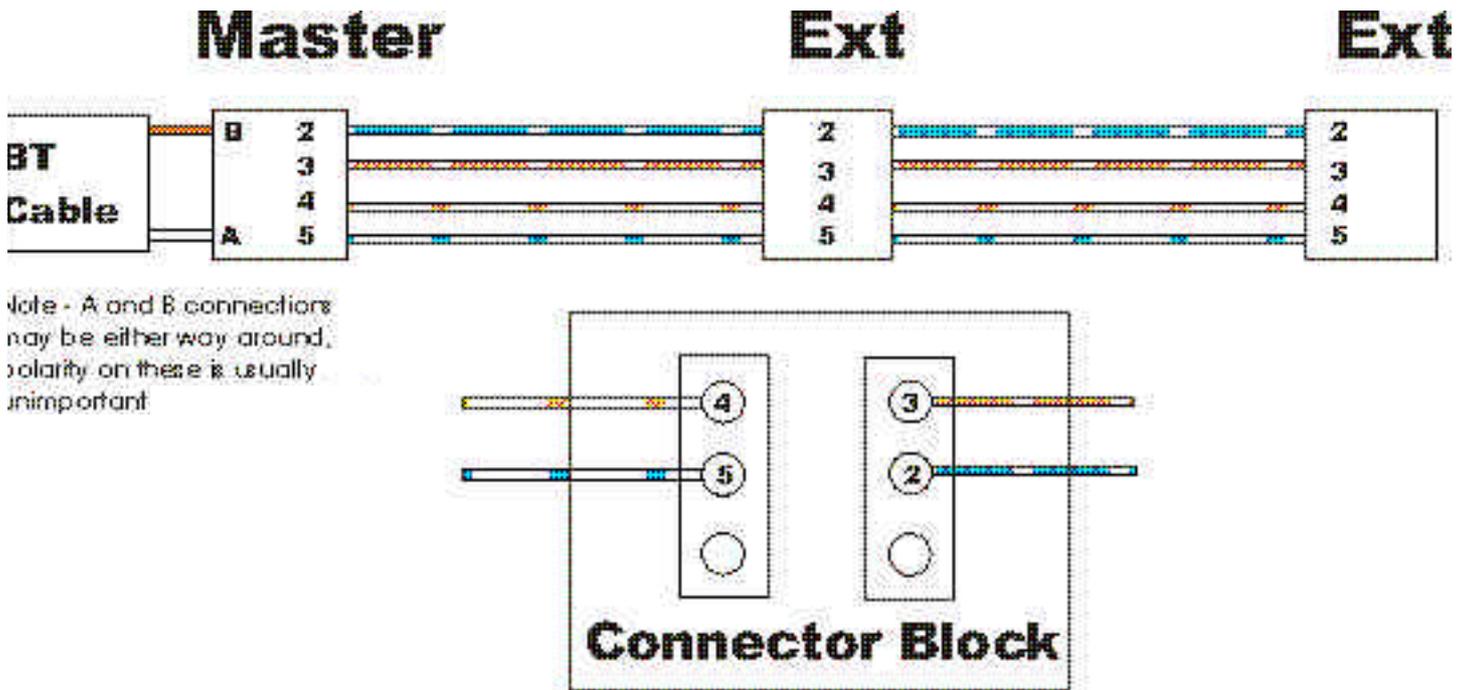
(f) if all is OK at the master socket plug in the customers handsets & computer(s) one by one until a fault shows up. Then see if the item of equipment is causing the problem by plugging it in at the master socket.

(g) if it seems there's a wiring fault (unusual) see figure 2 below.

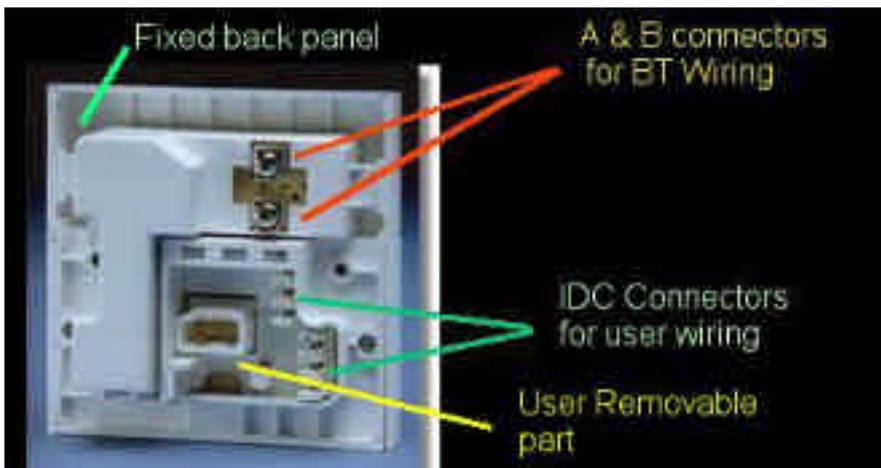
**Figure 1 - ADSL splitters**



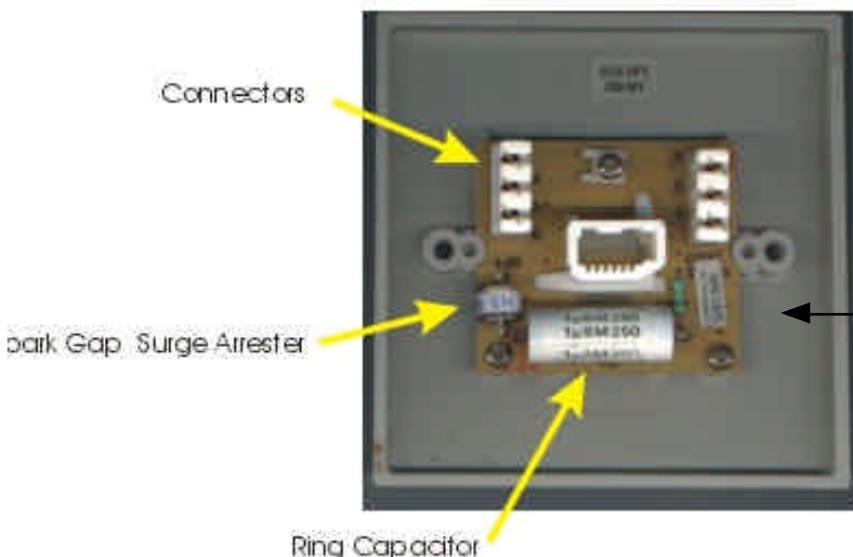
**Figure 2 - Extension wiring** - 2 & 5 carry the signal and are normally blue/white and white/blue. . Other colours may be used - as long as the cabling is consistent throughout in terms of 2 going to 2, 5 to 5 etc. it will work



**Figure 3 - Example BT master skt's**



When the front screws are removed the complete lower portion of the socket including the IDC connectors for user wiring can be pulled out. They connect to the back plate by means of a fixed plug. The fixed plug is a standard BT plug and socket and allows all the internal wiring to be easily isolated for fault finding. A normal phone can be plugged directly into the socket remaining in the wall to test if the line is OK.



This is what a typical master socket looks like. You must have one of these at the point at which BT wiring ends and yours begins.

Master sockets should not normally be used for extensions.