

# Troubleshoot Your Telephone Problem

## Use the TNI device to isolate your service problem.

Ponderosa Telephone will charge you for a service call if you should report trouble and a visit to your premise is made, only to find that the problem is in your telephone set(s) or customer/vendor provided and maintained inside wire. Therefore advance testing by you may save you time and money by determining if the problem you are experiencing is in your equipment/wiring or in the telephone company's network.

## You can easily determine where the problem is.

You may choose not to do this simple test yourself, but remember that if Ponderosa Telephone is called and the trouble is located in your equipment or wiring, a service charge will be assessed.

### 1. Locate and open the TNI housing.

Unplug a telephone that is a good working set, has a telephone cord and does not require AC power to function, and take it with you to the TNI device, along with a flathead screwdriver. Locate the TNI housing on the outside of your home (Figure 1). To open the housing, unscrew and remove the bottom screw on the cover. To open cover, press on the release latch on the right side. Inside you will find a modular plug(s)—one for each of your active telephone numbers. You will also find TEST instructions on the inside of TNI cover.

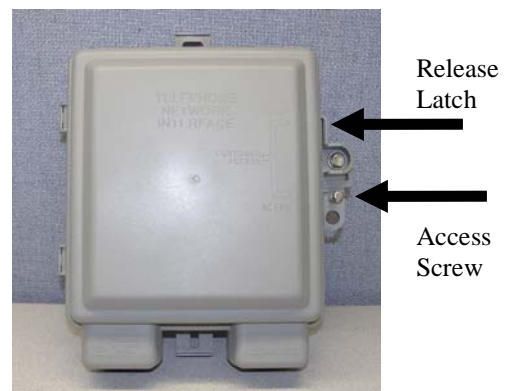


Figure 1: Remove customer access screw and release latch to open

### 2. Plug your telephone into the TNI jack.

Open the modular test jack cover (figure 2) by pressing the release tab while pulling up to reveal a jack like the ones found in your home. Plug your phone cable into the jack (figures 3 and 4). Now you have disconnected your inside wiring from the TNI and plugged your set directly into the telephone company network.



Figure 2: Release latch on modular jack.

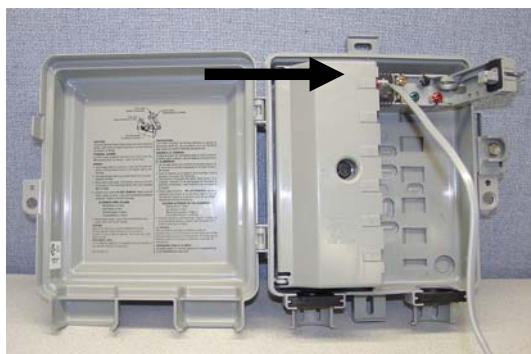


Figure 3: Plug telephone cord into the jack.



Figure 4: Plug telephone cord into the jack.

### **3. Try your telephone.**

Listen to the dial tone and make a call. If the problem you experienced in your home goes away, the trouble is in your inside wire or the jacks inside your home. If the problem you experienced in your home continues, try the test once more using a different telephone set (if available). If you have more than one active phone number with be sure to test each modular jack in the TNI. If the problem still continues, contact the telephone company and report your problem.

### **4. Reconnect and secure the TNI device.**

Once you have finished your test, unplug your telephone cord and securely close each modular test jack cover. Close the TNI enclosure cover and screw the fastener down until it is snug. **Replace your padlock.**

