I’m trying to call a number but it isn’t working

Technical Support · https://quickline.co.uk/knowledge/im-trying-to-call-a-number-but-it-isnt-working/

If you're trying to call a number but it isn't working, you need to dial the full number including the area code. This is the most common reason outbound calls fail when using Quickline Talk+.

Why You Must Dial Area Codes

Quickline Talk+ is a Voice over IP (VoIP) service that works differently from old copper phone lines. If your outgoing calls aren't connecting, it's likely because VoIP requires a different dialing format:

- **Old copper lines:** You could skip the area code for local numbers (e.g., dial just 247365 for local Hull numbers)
- **VoIP (Talk+):** You must dial the full number including area code for ALL calls, even local ones

How to Dial Correctly

When your phone calls won't go through, check you're dialing the full 11-digit number:

- **Correct:** 01482 247365
- **Wrong:** 247365

If you don't dial the full number, you'll hear an error message and your call won't connect.

Troubleshooting Steps

Still trying to call a number but it isn't working after dialing correctly? Check your equipment:

White Phone Adapter (plugged into router)

- Check the "Phone" light on your router is green (flashing green is fine)
- If the light is off or red, your phone service isn't active

Black Terminal Unit

- Check three lights are solid green: Power, Network, and Authentication
- Missing lights often cause outgoing calls to fail

Test Your Handset

- Try a different phone, or test your current phone on another line
- This helps identify if your handset is causing calls not to connect

Still Need Help?

If your phone is still not working after these steps, contact our Technical Support team.

We'll diagnose why your calls aren't connecting and get you back up and running quickly.

Follow us on Facebook to keep up to date with any planned maintenance work or known outages.