



Self Service Line Test



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If you've ever had to have a line tested with Redcare Classic or GSM on it you'll know, on occasions, it can take some time. Whilst our helpdesk people are very good, at times they're very busy and can't answer your calls as quickly as they'd like.

So we're delighted to tell you about a new service from BT Redcare that will allow you to carry out line tests yourself. This will be particularly beneficial to you at busy times of the day or outside your normal working hours. It's a very simple menu driven telephone service that offers:

- Direct access to test system (no waiting for a helpdesk assistant)
- A quicker service and better user experience
- A feature that automatically raises any line faults that are found
- Availability 24/7 365 with instant access from any telephone line (apart from the one being tested)
- Simple self-service menu driven commands
- No call costs when dialled from a landline. (Calls from mobiles will be chargeable)

The Self Service Line Test facility will be available from February, and here's how to use it.

> Before you start

Whenever you use the system you'll need to have the telephone number for the BT Redcare Classic or GSM carrier line as well as a contact number for a key holder in case access is required and it needs further investigation.

> Testing a line

You just dial test line number, **0800 800628***, choose the Helpdesk option (Option 3) and then choose the Classic and GSM option (Option 1) and then choose Line Test Option (Option 1) Follow the interactive menu using your keypad to enter the responses. And if there is a line fault it will be reported automatically, you just end your call at that point.

> Redcare TV

To try and help you better understand how the system works we've produced a couple of videos on our Redcare TV channel. The first one shows **what happens when there isn't a line fault**, the second one shows **what happens when there is a line fault**. They're each only a couple of minutes long and show how easy the system is to use. Have a look and see what you think.

If you've any queries on the system just give us a call on **0800 800628*** or drop us a mail to **redcare@bt.com** and we'll see what we can do to help.

Our helpdesk will be happy to do some demonstrations for you where practical.

*** NOTE** Calls to this number are free from BT landlines and BT payphones. However, they are not free to call from mobile phones – the cost will vary between service providers. If using a mobile to call us you may find it cheaper to dial **0330 123 0828**