

Troubleshooting: I'm not receiving incoming calls on my home line

If you're not receiving incoming calls, please attempt the following:

- Make sure your phone's ringer is turned on.
- If you hear half a ring on incoming calls, you may have Call Forwarding turned on. Check out how to deactivate Call Forwarding in [NetCall Digital Telephone Features: Call Forwarding](#).
- Plug a working corded phone into different jacks to make sure a malfunctioning phone or jack isn't causing the issue.
- Check out our tips to [troubleshoot your phone service](#) if you can't make or receive calls.

If the issue isn't resolved, please contact our Technical Support Team at **1-866-832-6020**