ADSL Internet Troubleshooting Guide

Is the electricity on?
It might sound obvious to some, but your modem is not powered by the
telephone line and especially so on NBN to which even your telephones
wont work if your power goes out. If power outages are an issue in your
area consider getting a small inexpensive power battery backup unit from
your local computer or telephone store.

Is the password correct?
If your not sure about this, its good to know that most computers can be
plugged directly into the modem with a cable, not requiring a password.

Are all the correct lights on and green?
Red is <u>not</u> an OK sign for most modems. If you see any red lights then check that your modems "line" cable is
directly plugged into the first telephone socket in your house (closest to your street driveway or roadway in
most cases), and is in good condition with no breaks or kinks.

Has someone installed a filter/splitter before the modem?
Filters are used to drop out noises made by pre ADSL designed phone equipment, but are not required for most
modern telephones. It's often advisable to take this device out of the equation.... and if you do need it, then
check that it is not installed back to front or left to right There are two ways to install a splitter incorrectly and
only one way to install it correctly for most splitter filters.

Is the telephone line quality clear?
If you have ADSL with a normal telephone line that you can make and recieve calls, then just listening to the
line when you make a call could assist... crackles or clicks no matter who you call can indicate a more serious
issue with either your home wiring or the line itself.

**Is there something plugged into one of the telephone sockets that is putting an electrical strain on your
line?**
Faulty *or* old telephone equipment with high current draw can damage your internet connection in one way or
another. Try unplugging everything <u>but the modem</u> for the remainder of the tests to rule out.

Have you tried to perform a FULL reset on your modem, phones and networked equipment?
<u>Note: This must be done in the correct numbered order.</u>
1. Unplug all phones, ringers and such devices from the telephone sockets (except the modem).
   Note: Step 1 can be optional if doing repeat tests and you know your equipment is good.
2. Switch off all computers and devices including ipads and tablets in the house.
3. Unplug <u>all</u> of the telephones <u>and</u> other items plugged into telephone sockets, except for the modem.
4. Turn off the modem for at least 1min then turn the modem back on and wait another 5 mins. Check if all
   light are green before proceeding with the next step.
5. Turn on any computers or devices one at a time, 5 mins apart, checking that each has connected to the
   internet successfully.
6. If everything is working well, then plug back in all your telephone devices one at a time, and test the
   internet speed in between each device using the test tool that is found at www.speedtest.net. A sudden
   drop in speed is an indication that a device is interferring and should be tested or replaced.

What now?
- If there is still no internet on all PC's, ipads etc, then your next step is to contact your internet service
  provider. They may be able to run some remote tests but failing that they will likely send out a tech.
       or
- If the internet works on one device but not another, then take that specific device into a repair shop to
  get checked by an industry specific proffesional, and tell them the tests that you have already done.
       or
- If everything works...great, you solved the problem all on your own; Happy Days!