

Below are simple steps we recommend you work through before contacting us. Most often these steps will help you to resolve the issue yourself and if not, it will make it faster for us to identify the problem and if necessary, to log a fault for you.

Pick and [CTRL] Right click on your connection type for the relevant trouble shooting (or scroll down)

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[NBN – Fibre to the Curb](#)

[NBN – Fibre to the Premises](#)

[NBN – Hybrid Fibre Co-axial \(HFC\)](#)

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NBN – Fibre to the Node

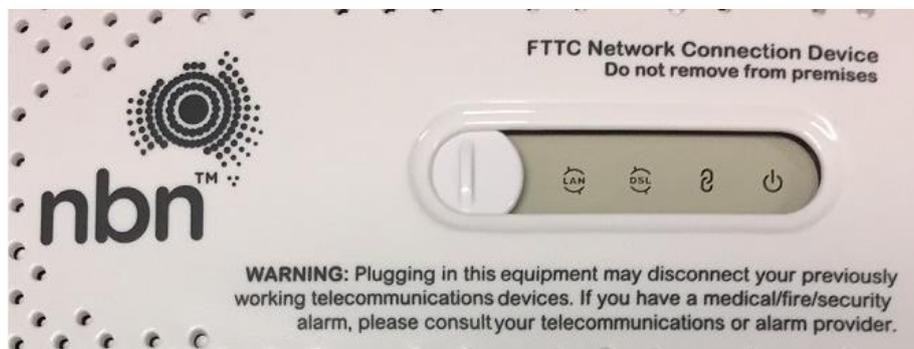
Information you'll need to provide us: Is the DSL or sync light flashing, solid or off? Do you have sync and your problem is authentication? If you didn't purchase your modem via Mint, we will need the MAC address details of your modem which will be found on a sticker on the modem

1. Check power cables – is everything plugged in and is the power on?
2. Check the cable between the modem and the phone socket to ensure they are connected correctly. Try an alternative phone cable if you have one available.
3. Reboot the modem by switching it off for a few minutes and then back on again.
4. Check that the sync light or DSL light is lit and staying on. If this light is off or flashing slowly, please advise us as this indicates that the modem can't see the NBN node in the street: - there is a break in the copper cabling which will need to be reported to NBN.
5. If the "DSL" light is on, but the "internet" light is off, you have an authentication problem. Log into the modem and check that the username and password is entered and correct. Your username and password can be found in your appointment email. (quite often a power surge will remove these settings).
6. If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged

NBN – Fibre to the Curb

Information you'll need to provide us: Which of the lights on the NBN NCD are red, off or flashing? Is the WAN light on your modem lit and solid? We will need a photo of the sticker on the NBN NCD to log a fault to NBN

1. Check power cables – is everything plugged in and is the power on?
2. Are the Power and Link (chain) lights blue and solid? If not, switch the NBN connection box (NCD) off and back on again. If the NCD is plugged in to a power board, move to a wall socket and re-try.
3. If the LAN light on the NCD is out, check the cable between the NCD and the modem's WAN port and try an alternative cable.



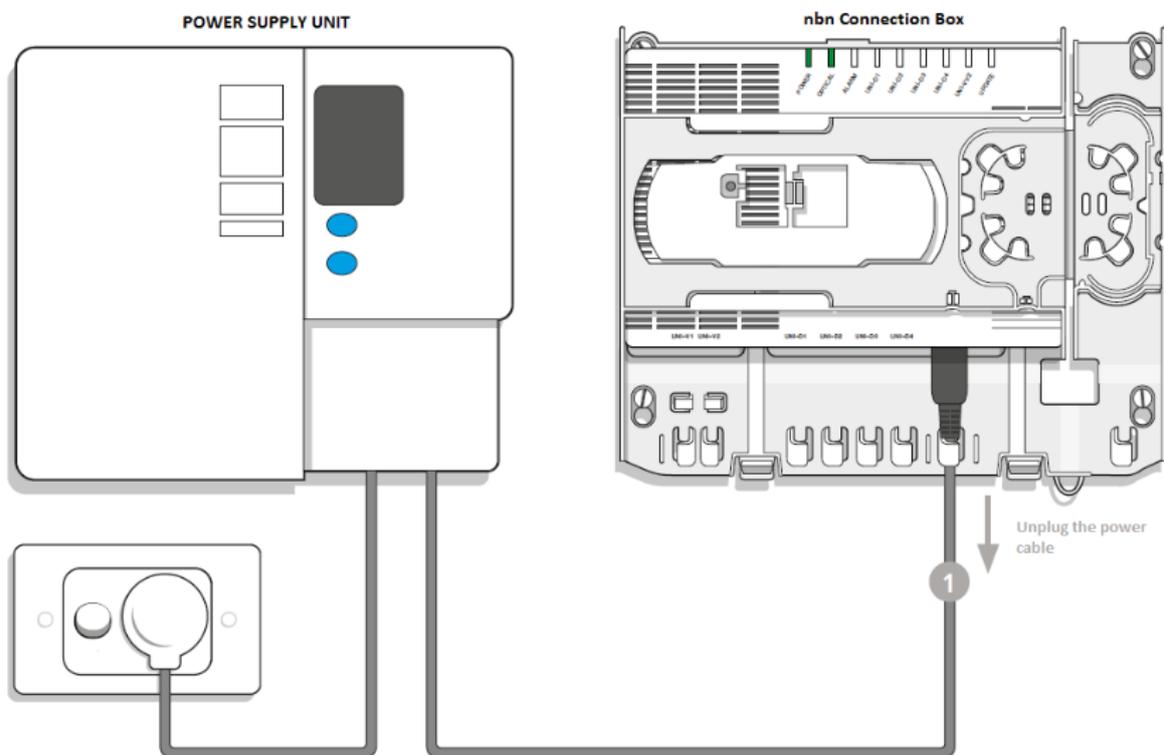
Light	State	Meaning
LAN	Off	NCD has no power or is not connected to a modem/router.
	Blue	Successful connection between NCD and modem/router. Flashing indicates local network activity.
	Amber	Successful connection between NCD and modem/router. Flashing indicates local network activity.
DSL	Off	NCD has no power or is not communicating with the NBN network.
	Blue	NCD is successfully communicating with the NBN network.
Connection (chain link symbol)	Off	NCD has no power.
	Blue	Successful reverse power to NBN equipment outside the premises.
	Red	There is an issue with reverse power. Please contact us for assistance.
Power	Off	NCD has no power.
	Blue	NCD has power.

4. If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged

NBN – Fibre to the Premises

Information you'll need to provide us: What colour are the Power, Optical and UNI-D lights on the NBN connection box? Is the WAN light on your modem lit?

1. Check power cables – is everything plugged in and is the power on?
2. Check that the cable between the modem WAN port and the NBN connection box is securely plugged in. Is the WAN light on the modem lit?
3. Reboot the modem by switching it off for a minute and then back on again.
4. Reboot the NBN connection box (below) by switching it off for a minute and then back on again (make sure you disconnect the battery backup if installed).

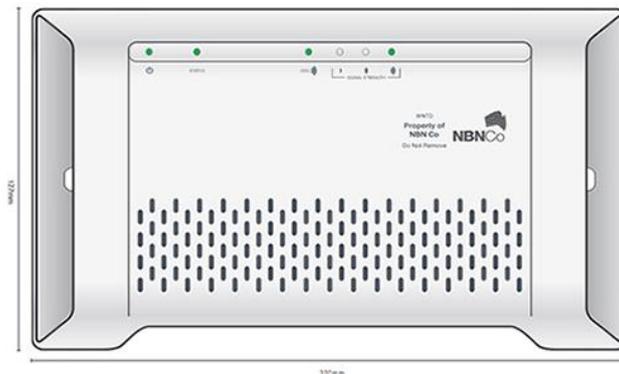


5. A red Optical light indicates that connection to the NBN Fibre optic network has been lost. A red alarm light indicates that the connection box is faulty. Both these types of faults need to be reported to NBNco via Mint.
6. An orange or green light on the UNI-D port indicates that it is working normally. If the UNI-D light is **not lit**, it indicates that either the port is not switched on, or the cable connected is not correctly plugged in or faulty.
7. **If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged**

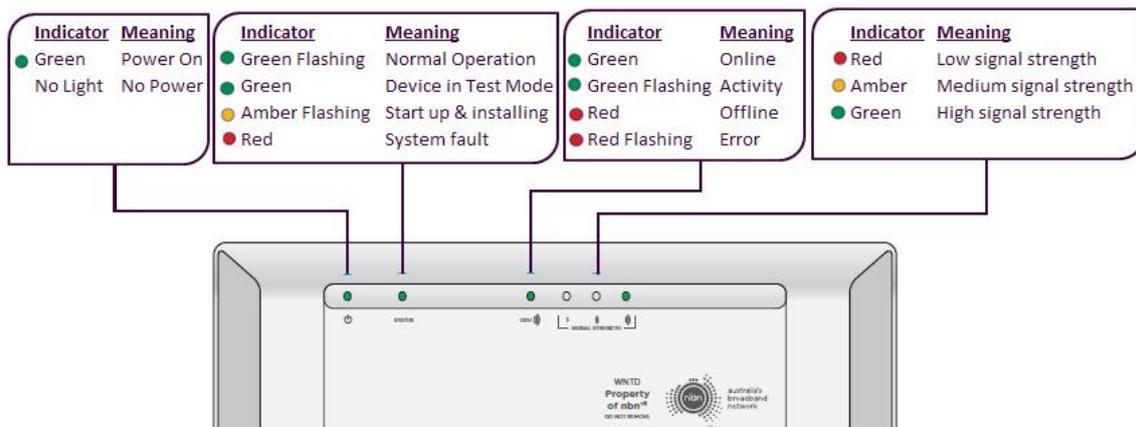
Fixed Wireless

Information you'll need to provide us: Are the Status or ODU lights off or Red? What colour are the three signal status lights? Is the WAN light on the modem lit?

1. Check power cables – is everything plugged in and is the power on?
2. Check the cable between the modem and the NBN connection box is securely plugged in. The WAN light on the modem should be lit.
3. Reboot the modem by switching it off for a minute and then back on again.
4. Reboot the NBN connection box (below) by switching it off for a minute and then back on again.



4. The Lights on the NBN connection box will indicate if there is a problem. The Power, and Status lights should be green. A red ODU light indicates that the system is offline which may be due to either a fault or a problem with the tower (no signal)

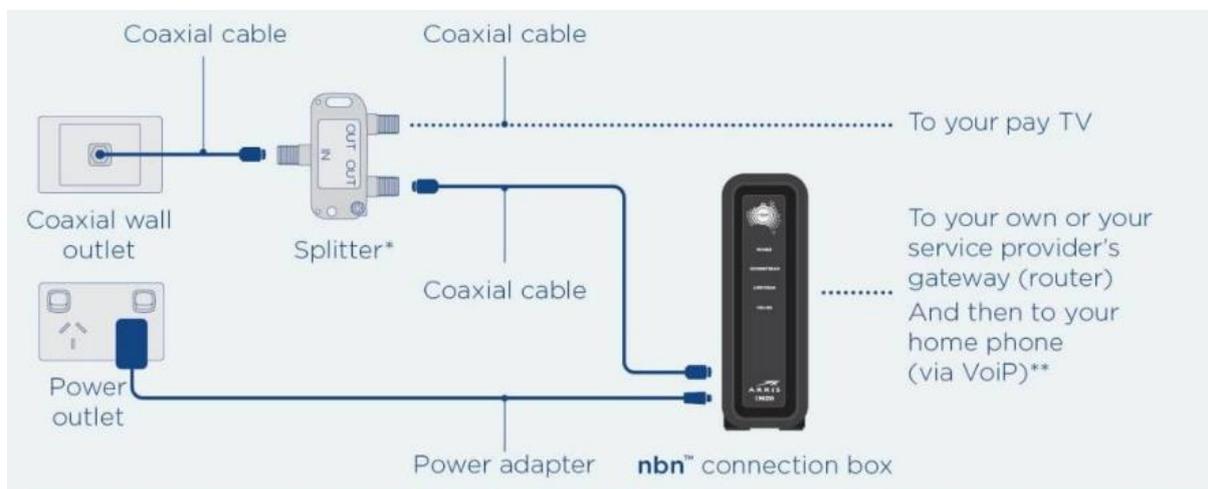


5. If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged

HFC connections

Information you'll need to provide us: Are any of the 4 green lights on the NBN Arris Box off or flashing and which ones? Is the WAN light on the modem lit? We will require a photo / details contained on the sticker on the NBN Arris box which can be emailed to care@minttelecom.net.au or sent to us via the Mint Telecom Facebook page.

1. Check power cables – is everything plugged in and is the power on?
2. Check the cable between the modem and the NBN connection box is securely plugged in. The WAN light on the modem should be lit.
3. Reboot the modem by switching it off for a minute and then back on again.
4. Reboot the Arris connection box (below) by switching it off for a minute and then back on again.

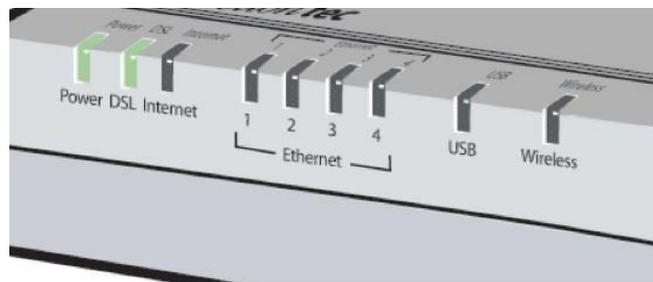


5. If any of the 4 green lights are off / flashing, it indicates a fault with the NBN network. This will need to be reported via Mint. Please advise us which of the 4 lights are off or flashing. We will also require a photo of the sticker on the Arris box as it contains details needed during the fault logging process.
6. If the 4 lights are green and solid, check that the WAN light on your modem is lit. If it isn't check connections and try a different lead.
7. **If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged**

ADSL

Information you'll need to provide us: Do you have a sync problem or an authentication problem? Is there a dial tone on the line?

1. Check power cables – is everything plugged in and is the power on?
2. Check the cable between the modem and the phone socket to ensure they are connected correctly. Try an alternative phone cable if you have one available.
3. Reboot the modem by switching it off for a few minutes and then back on again.
4. If the DSL light (or Sync light) on the modem is off; unplug the modem and ADSL filter (if fitted) and plug a phone handset directly into the phone socket. **If there is no dial tone or the line is crackly there may be a line fault – contact us to log the fault for you.**



Check the DSL light is on!

5. Check with another handset if you have (or can borrow) to rule out a faulty handset.
6. If the line is ok, plug the modem directly into the phone socket without the ADSL filter or handset. If this fixes your problem, the ADSL filter might be faulty and needs replacing.
7. If the “DSL” light is on, but the “internet” light is off, you have an authentication problem. Log into the modem and check that the username and password is entered and correct. Your username and password can be found in your appointment email. (quite often a power surge will remove these settings).
- 8. If you have no success, contact us during business hours with the answers to the questions listed at the beginning of the troubleshooting steps, so that a fault can be reviewed and logged**

Dropouts

Dropouts occur when your device loses connection to the modem, or the modem loses connection to the network. Dropouts have different causes depending on where they are happening in the network, so the following troubleshooting will help you narrow this down.

- Are all devices experiencing dropouts at the same time? If only one device is experiencing the drop out it's likely to be an issue with that device. If connected via an Ethernet cable, try a new cable.
- Are the drop outs occurring on devices connected via Wi-Fi? If devices connected via Ethernet are also dropping out, then you are experiencing internet drop outs. If devices on Ethernet connections are not dropping out, but Wi-Fi devices are, then you have a Wi-Fi problem. Refer to troubleshooting "[**Why is my Wi-Fi slow or dropping out**](#)"
- Keep a log of the dropouts experienced so that we can compare to the network logs. This will determine whether the drop-outs are on the network and need to be reported to NBN or Telstra, or are happening within your internal network
- Make a note of what impact your troubleshooting had. i.e. Does restarting the modem temporarily resolve the problem?
- If your modem is plugged into a power board, try connecting it to a wall socket

Fibre to the Node and Fibre to the Curb

Both FTTN and FTTC use VDSL2 technology which is very sensitive to the quality of your internal wiring. Additional phone sockets or poor-quality wiring will cause significant loss of speed and cause dropouts. Additional sockets should be disconnected with the modem plugged into the master or main socket. A stability profile can be added which reduces the effects of poor quality wiring, but if drop outs persist and NBN have confirmed the external line to be in good order, a review of internal wiring may be necessary.

Why is my Wi-Fi slow or dropping out?

Slow Wi-Fi and drop outs are a major frustration. Luckily with some troubleshooting, they are easy to identify and can usually be resolved. Wi-Fi channel Interference may be a likely cause. This guide will help you troubleshoot common Wi-Fi problems. All routers operate on the 2.4GHz frequency with newer routers also having the 5GHz band

2.4 GHz

- + Larger Area coverage
- High Interference
- Slower speeds

5.0 GHz

- Slightly Less Coverage
- + Low Interference
- + Significantly Faster Speeds

Why is my Wi-Fi slow?

Wi-Fi uses radio waves which often experience interference that can disrupt your connection. Interference by other Wi-Fi devices broadcasting on the same channel can cause slow speeds and dropouts. The 2.4GHz frequency is often disrupted by other appliances. In urbanised set-ups, this can often be a neighbour's Wi-Fi or even your own Wi-Fi extender if not configured correctly. Other appliances that have the potential to interfere are microwaves, baby monitors, radio-controlled cars, cordless phone handsets & bases, and security cameras as they all operate on the 2.4GHz frequency.

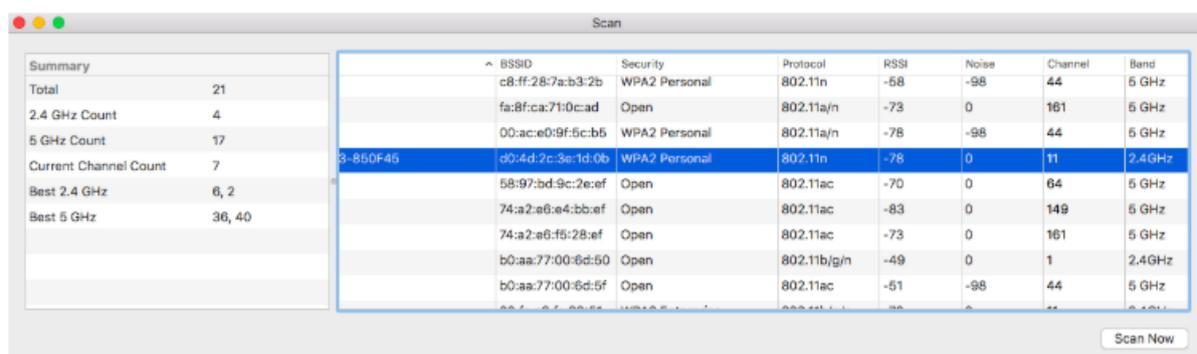
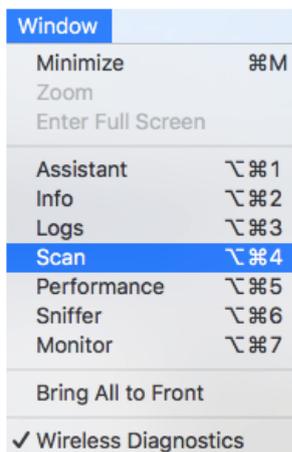
To determine if your problem is Wi-Fi related, connect a PC or laptop directly to the back of the modem via an Ethernet cable and run a speed test via www.speedtest.net picking a Telstra or Optus server in the nearest capital city. Then run a second test connected via Wi-Fi. If the speedtests are normal on Ethernet and poor on Wi-Fi, then the likely cause is another nearby Wi-Fi device broadcasting on the same channel as your modem.

Note that 5GHz modems do not suffer from congestion as commonly as there are more channels available on the frequency and the signals don't travel as far, so your neighbours 5GHz frequency is less likely to interfere with yours and vice versa. Connect to the 5GHz signal if your modem features one, noting that older laptops may not be able to detect 5GHz signals.

Finding the best channel on 2.4GHz

Mac computers have an inbuilt feature to help you identify the best channel to set your modem to.

Hold down the "option" button and click on the Wi-Fi icon in the menu bar and click "Open Wireless Diagnostics." Open your wireless diagnostics but ignore the setup wizard. Instead, go to the "Window" tab on the menu bar and select "Scan." Then, hit "Scan now." Your computer will recommend the best channels to use. You'll want to write these down.



On Android devices, download the [WiFi Analyzer](#) for free from the Google Play store. There is a video on the [Google Play website](#) that walks you through the steps to find the best channel to set your modem to.

Now that you've found what channels are being used in your local area, you can update your router to use a channel that isn't used by one of your neighbours. If you

have a BYO router, consult the manual on how to change Wi-Fi broadcast channels. If you have a Netcomm modem;

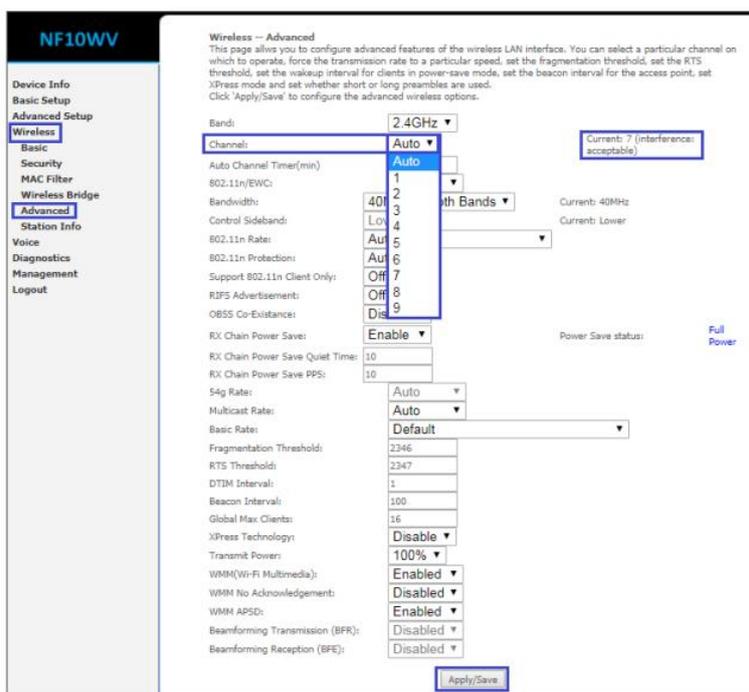
Open a web browser (such as Internet Explorer, Google Chrome or Firefox), type <http://192.168.20.1> into the address bar and press Enter

The username and password will both be **admin** if an older unit or having been re-set, or username: **M1nt@dmin** and password: **M1ntPassw0rd**

From the left hand menu pick “Wireless” and then “Advanced”

From the Channel drop down list select a numbered Channel (1 thru 9) instead of the default “Auto”. You can access channels 10 through 13 by changing “Bandwidth” to “20MHz in Both Bands”

Click Apply/Save every time you change the channel.



Re-run a speedtest to confirm that Wi-Fi performance has improved. Contact our Customer Support Team if you require further advice or assistance.