# Troubleshooting Steps

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Below are some simple steps we recommend you work through before calling us. Most often these steps will help you to resolve your 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.

ADSL (scroll down for NBN & WiFi)

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 - call us to log the fault for you.**
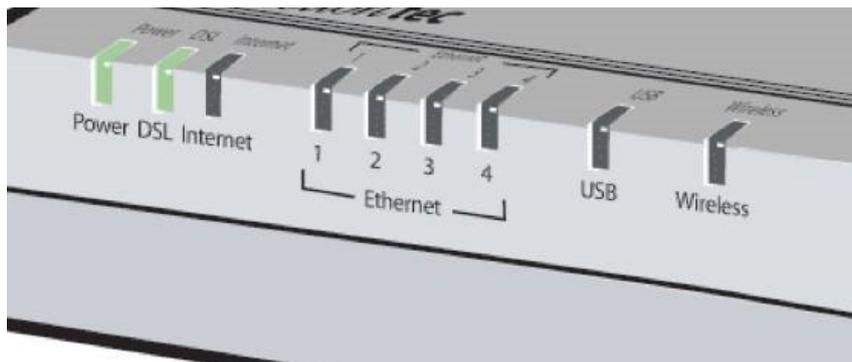
Ensure you have DSL Sync!

5. Check with another handset if you have (or can borrow) one 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, call us during business hours so that a fault can be reviewed and logged

NBN – Fibre to the Premises, Fixed Wireless and HFC connections

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.

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).
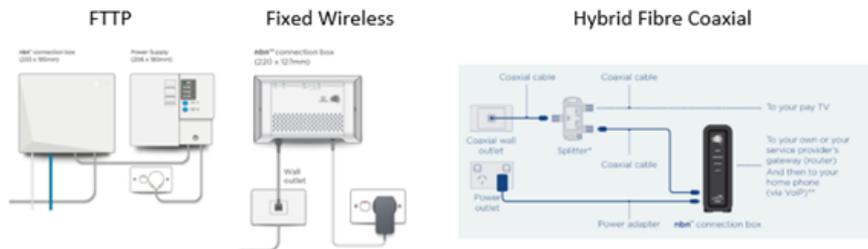
NBN connection equipment

5. Once rebooted – Check the status lights on your NBN connection box. When operating normally, the following lights should be on and the colour listed

Fibre to the Premises	Power - Green	Optical - Green	UNI-D - Green or Orange	
Fixed Wireless	Power - Green	Status - Blinking Green	ODU - Green	Signal - Green or Amber
HFC	Power - Green	Downstream - Green	Upstream - Green	Online - Green

Check the NBN Status lights

If any of the status lights are either unlit, or not the correct colour, please advise us as a fault might exist on the NBN Network or with the connection equipment

6. On the modem - if the "internet" light is off, you may 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)

7. If you have no success, call us during business hours so that a fault can be reviewed and logged

NBN – Fibre to the Node

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 you may have a network fault which will need to be logged to NBN co.

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, call us during business hours so that a fault can be reviewed and logged

WiFi Speeds

The most common issue we encounter for slow Internet is Wifi related. Here is a really common fix to help improve your speeds.

If your wireless Internet is running slowly, a nearby modem or wireless device might be broadcasting on the same channel. This conflict will cause slow internet performance as your modem spends time unscrambling information it doesn't need. Most models of modem allow you to choose the broadcast channel which is usually between 1 and 13. Channels 1, 6 and 11 are the best to use as they don't overlap with other channels.

Find the best channel by running a speed test after selecting a channel - http://beta.speedtest.net/

A google search of "changing wifi channels on modem model xxxx" should find the manufacturers guide on the steps to make these changes. Try 1, 6 and 11 first and retest speed results.

More information can be found in this article: http://www.extremetech.com/computin...