

Broadband Troubleshooting

Carrying out these following checks will save time and help eliminate any on site networking issues that may have occurred, so you are back to work as normal in the shortest possible time.

Rebooting your Broadband Router

The first thing to always try is to **Reboot the Broadband Router** - turn it off for 30 seconds by the on/off switch at the back, or by disconnecting the power cable, or turning it off at the mains, and then turn it back on again.

Caution! Be careful not to mistake the **Reset** button as a way to reboot the router. By pressing this, which is required by use of a pin in most cases, you will wipe all current configurations, setting the router back to its factory default setting.

After Rebooting, watch the lights come back on the front of the router. This may take a minute or so to re-establish. Check to see if this has helped by going online and opening a web page.

Also you can try rebooting other equipment connected between the router and your PC's such as the **Network Switches**.

If rebooting your Broadband Router or Network Switches has not helped resolve the issue, look at the lights by the icons on the router.

What lights are showing?

The DSL light should be stable. This is the Line connection. If it is flashing, it could be a Telephone Line Fault, a Cable or Filter Fault, or the Broadband Router. Important to note that this is not a Broadband Service fault, but rather it could be the line which the broadband uses that has developed a fault. It maybe that your line and broadband are with different providers and in this instance you would need to contact your line provider and ask that they run some line tests. In most cases we manage both the line and broadband and will run checks on both.

The internet light is normally flashing. If it is a different colour, or red on some routers, or off, this indicates it may be a Broadband fault, but other checks need to be carried out first. Other lights on the Ports are flashing if something is connected.

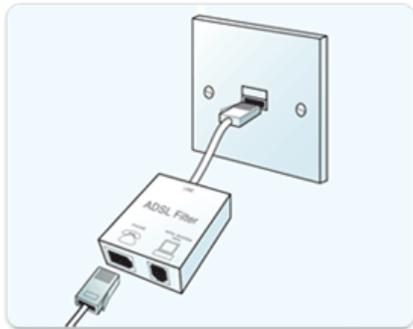


Broadband Troubleshooting

Check all the cables – Telephone connection cables and network cables to all devices. Has anything come unplugged? Try changing the cables connecting to the router, and the thin telephone cable that connects from the router to the filter in the Phone Line socket. Or, for Fibre connections the Network cable.



Check that all sockets have been correctly filtered. The filter is a white adaptor connecting to the Phone Line socket. This type of filter will not be used for Fibre Broadband connections. If one is connected, this should be removed.



Check the plug sockets – Try changing the plug socket that your router is connected to. It is also good to connect your router to a plug on the wall rather than an extension lead for optimum performance.

Remove all non ADSL Broadband equipment from the line and then test to make sure no other equipment is causing interference, such as a Credit Card Machine, Fax machine or Franking Machine that may have developed a fault. Also, if a standard phone is used on the line disconnect this as well for testing. On your home network, remove any digital TV boxes that maybe connected.

Connect a PC or Laptop directly into the Router as a way to illuminate any home or office network interference to see if this works or performance is better.

Run a speed test. Visit www.speedtest.net and click Begin Test. Although this is not always 100% accurate it will give an estimated figure.



Broadband Troubleshooting

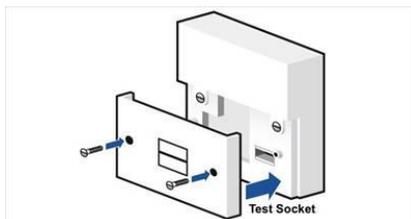
Can you replace the broadband filter? If you have the box that the router came in, you may find a spare filter and cable. This type of filter will not be used for Fibre Broadband connections. If one is connected, this should be removed.



Test the Phone Line that the Broadband uses. You will need a standard analogue Phone to connect to the Phone Line Socket directly and note what you hear when you lift the receiver.

Dial 17070. You will hear some options to select. Press 2 to perform a **Quite Line Test**. Do you hear anything?

Plug into the Line Socket behind the face plate? With a screw driver remove the front of the Phone Line Box carefully, as wires are connected behind this, and you can connect to the Test Socket to eliminate any issue with the front face plate. (Older Phone Sockets may not have this).



What is the Make and Model and the firmware of the router you are using? Updating the Firmware of your Broadband Router may help improve performance. You can refer to the user guide or search this online. If you have IT Support, this is something you could ask of them.

Test with a replacement router or modem. This will identify if the issue is the router. You will need to configure a second router with the Internet Access user name and password.

If all of these tests are carried out it will save time and potentially an expensive engineer site visit to investigate the cause.



Broadband Troubleshooting

Factors to Consider

Here are some important factors to consider when you are experiencing any broadband problems:

The site you are visiting being congested or experiencing trouble. It is not always your service that is the issue. The website you are visiting may be congested because too many people are trying to gain access at the same time. The site could also be under maintenance and not allowing access.

How busy the internet is. Certainly there are times when the internet is slower. Typically 4pm when kids get home from school and start gaming or watching online videos. This is important to note, maybe look at upgrading your broadband, offering priority access, or a Dedicated Access Circuit to your premises.

What is happening on your network?

Have there been any recent changes in your use of broadband such as online applications or new equipment's?

Do you have an offsite data backup running, and has this recently changed, as these services all use bandwidth?

Are you streaming Radio or video as these types of service can be heavy on bandwidth?

Is it a particular time of the day that performance is slower?

If you have office IT Support ask them to check your local network to see if they can identify what the cause is. It may be one particular computer causing an issue that needs to be identified.

The speed of your broadband service is also hindered by the distance between your home or office and the local telephone exchange. The greater the distance you are from your exchange the slower it will be.

