



# Netbay Internet



---

## ADSL/ADSL2+ troubleshooting: isolation test guide

1. Unplug all devices that are connected to the same telephone line your ADSL/ADSL2+ connection is using.  
This includes (but is not limited to):
  - telephones,
  - fax machines,
  - dialup modems,
  - answering machines,
  - EFTPOS terminals,
  - Foxtel digital boxes.
2. Connect your modem directly to the telephone wall socket.  
Use a telephone cable of length **no longer than 3 meters**.  
**Do not** connect line filters in between the wall jack and your modem.  
**Do not** use extension cables, double adaptors or splitters.  
Make sure your telephone cable is **not coiled**.
3. Check and make sure the modem has power. Give it 3 – 5 minutes to attain line sync.
4. If the ADSL/DSL light on the modem is off or flashing, power cycle the modem by pulling out the power of the modem and put it back in.
5. Do a factory reset to the modem if ADSL/DSL light still off or flashing after you power cycle the modem.  
Factory reset: this involves using a paperclip or pen to push the factory reset button (usually a recessed button at the rear of the modem) for about 20 seconds.
6. If the ADSL/DSL light stays solid green, it means a previously-connected device was causing interference to the connection.  
\* If you are troubleshooting a slow speed issue, please turn on the computer and perform a speed test now.
7. Reconnect the devices one by one to find out which one is causing the problem. Leave the modem on for a few minutes after each device is plugged back in, check if the ADSL/DSL light goes off. If it does, it means you have found the device interfering with your internet connection.