

## What to check if your modem's ADSL light is not ON

*This document goes through troubleshooting steps if your modem's ADSL LED is not continuously lit.*

The ADSL light on your modem router should be continuously lit (not flashing) if your modem detected ADSL signal on your telephone line. It normally takes several minutes for the modem to sync with the ADSL signal, during the sync process you may see the ADSL LED flashing. If the ADSL LED on your modem router does not stay continuously on please follow these steps.

### **Step 1. Power Cycle the modem.**

Try turning the ADSL Modem off (either by pushing the power button on the back of the device, or unplugging the power lead from the back of the device), leaving it off for 10 seconds, and turning it back on again.

### **Step 2. Double confirm the physical connectivity.**

Check that the telephone cord is connected to the ADSL Modem (grey “DSL” socket).

The other end of this telephone cord should be connected to the DSL socket of a microfilter (ADSL Filter).

The “Line” socket of the microfilter should be connected to your phone line wall socket.

### **Step 3. Check your telephone cord.**

Check that the telephone cord is not tangled, does not have kinks or knots on it. Try using a shorter telephone cord, not more than 3m long. Try a different telephone cord altogether.

### **Step 4. Avoid interferences from other telephone devices.**

Check that microfilters (ADSL filters) are connected to every telephone device at the premises (except the ADSL modem). Non-ADSL devices would need to be connected to the “Phone” socket of the filter. And telephone line connected to the “Line” socket.

### **Step 5. Isolation Tests**

Try connecting your modem directly to the telephone line, without a microfilter.

You may also try **temporary disconnecting** other devices from any other telephone wall socket at the premises. This includes Fax Machines, Answering Machines, Foxtel Digital Boxes (some use the telephone line), Back-to-Base Alarm Systems (Monitored Alarms), Cordless Phone Base Stations.

Leave the modem in isolation for approximately 15 minutes, watching the ADSL light on the modem.

If the DSL light doesn't turn ON solid after 15 minutes, please contact your Internet Service Provider for further MLT tests.

If the DSL Light does turn on, connect each of the telephone devices back onto the phone line one-by-one to see which device is causing the DSL light to either turn OFF, or start FLASHING.

If your modem is still not detecting the ADSL signal on your telephone line please contact your Internet Service Provider and verify that the service has been enabled.