



Fault Management

- There are four common fault types that can impact the Broadband connection

No Sync

No Point to Point Protocol

Intermittent Connection

Performance

Common Causes

Faulty Hardware

Incorrect Router Settings

Internal Wiring

There are a number of checks that must be completed before a fault can be raised.



No Sync

- A Broadband user isn't able to establish a connection to the Exchange
- The “ADSL” or “DSL” light on the Broadband router will either be off, flashing or solid red

Things to check

Dial tone	Check there isn't a telephony line fault.
Internal wiring	Check the Broadband router is connected via the DSL filter or fitted face plate on the wall socket.
Phone line	Check that the Broadband router is connected to the correct telephone number.
Router configuration	Check the Broadband router has not been factory reset and lost the required configuration.
Faulty hardware	Replace the DSL and Broadband router.



No PPP (Point to Point Protocol)

- The Broadband router is unable to establish a connection to the Network
- The “ADSL” or “DSL” light should be solid green
- The “Internet” or “PPP” light will either be off, flashing or red

Things to check

Router configuration	Check the router has the correct configuration information along with the correct username and password.
Factory reset router	Wipe the configuration and run through the router setup process.
Faulty hardware	Replace the Broadband router.
Login status	Make sure the username has not been incorrectly disabled.
Circuit configuration	Test the connection using the test login details: Username: bt_test@startup_domain Password: adsl



Intermittent Connection

- ▶ Could be happening due to any number of the following:
 - Dropping Sync
 - Dropping PPP
 - Dropping Wireless Network

Things to check

Idle Timeout

Routers can disconnect if the connection is idle.

Ensure this option is disabled.

Drop Patterns

Check what times or day of the week the service drops.

It could help to identify the cause.

Electrical Interference

Devices which emit radio and electrical interference could cause a connection to drop.