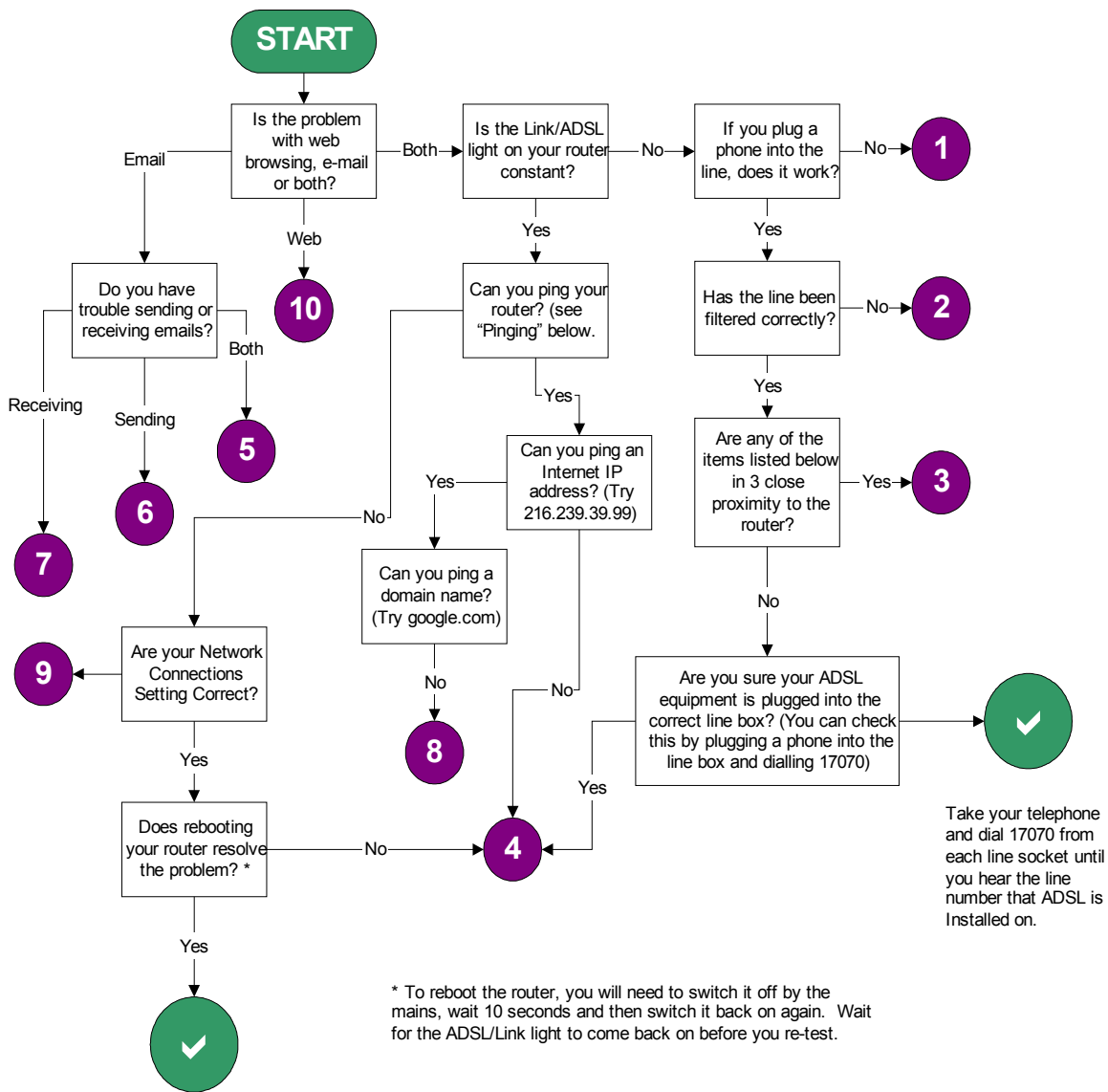


Deep Blue

DSL Troubleshooting - Step by Step Guide

Note: Before you start this guide, make sure that all Firewall, Antivirus and any other software that may conflict with your ADSL connection is either uninstalled or disabled (Norton Internet Security etc).

Please ensure that your router is turned on and connected to your computer (network).




Take your telephone and dial 17070 from each line socket until you hear the line number that ADSL is Installed on.

* To reboot the router, you will need to switch it off by the mains, wait 10 seconds and then switch it back on again. Wait for the ADSL/Link light to come back on before you re-test.

Sometimes your router will crash. Rebooting will often solve the problem.

SOLUTIONS

1	Line fault – If we manage your line rental, then contact your account manager and report the fault. Otherwise, contact your line rental provider.
2	<p>Incorrect Filtering – A microfilter is a small device that MUST be first thing that goes into your line socket. It separates the ADSL signal from the phone signal. In order for ADSL to work, the master socket and all extension sockets MUST be filtered. Is the equipment sequence correct?</p> <p>a) BT Socket → Filter → RJ11 cable →Router b) BT Socket → Telephone Extension Lead → Filter RJ11 cable →Router * c) BT Socket → Filter → RJ11 Extension Cable → RJ11 cable → Router **</p> <p>* We do not recommend you use a telephone extension cable as these are not designed to carry data</p> <p>** The length of any RJ11 cable should not exceed 10 metres</p> <p>Have you added any new devices to the line (to any extensions of) recently and if so are they filtered?</p> <p>When broadband was first introduced BT used to install a special socket called a SSFP (service specific front plate) – as seen below. This has a microfilter built in and does not require the use of a filter. Do you have one of these sockets?</p> <div data-bbox="272 1176 821 1400"></div> <p>A good resource to learn about correct filtering can be found at http://www.adsl-filters.co.uk/tutorial.html</p>

<p style="text-align: center;">3</p>	<p>Interference - It has been found that a number of devices, if in close proximity to an ADSL router/modem can cause interference. These are:</p> <ul style="list-style-type: none"> ➤ Halogen Lamps ➤ Fluorescent Lights ➤ Scanners ➤ 900 MHz Cordless Phones ➤ Some Mobile Phones ➤ The computer unit itself if place on top of or directly next to the router <p>Please note that the following connected to an ADSL line may have also been known to cause interference:</p> <ul style="list-style-type: none"> ➤ Dial Up Modems (used for back up) ➤ Some Fax Machines ➤ Caller Display Units ➤ Redcare Alarm Systems and other alarm systems <p>Please remove all devices attached from the line and re-test. Please also ensure re-test from the master BT socket. If the service works from the master socket and not an extension then please contact the company from whom you rent you lines.</p>
<p style="text-align: center;">4</p>	<p>Check the router configuration – It is likely that your router has been incorrectly configured. If we provided your router, then refer to the “Welcome and Installation Guide” instructions provided. Otherwise, refer to you routers User Manual.</p> <p>The standard settings seen should be;</p> <ul style="list-style-type: none"> ➤ VPI: 0 ➤ VCI: 38 ➤ Encapsulation/Protocol: PPPoATM (RFC2364) ➤ Authentication Type: CHAP ➤ Framing Mode: VC-MUX / Null ➤ Modulation: Auto / G.DMT <p>Note: It is always best to perform a factory reset before you reconfigure your router. This ensures that any incorrect setting is wiped before you attempt to try again. You can normally find a factory reset button on the back panel of your router. Usually, you are required to hold down the factory reset button for 10 seconds before the reset is carried out.</p>
<p style="text-align: center;">5</p>	<p>Check you e-mail account connection – Check that you are using the correct connection to retrieve and send your e-mails. If you are using Outlook Express, press “Tools” – “Accounts” – “Mail”. Select the email account you are experiencing problems with and press “Properties”. Select the “Connection” tab and ensure that “Always connect using this account” is NOT checked. If you are using an e-mail client other than Outlook Express, please refer to the help documentation provided with this application.</p>
<p style="text-align: center;">6</p>	<p>Incorrect SMTP server – Your SMTP server setting will need to be updated. The SMTP server you will need to use can be found on your “Welcome Installation Guide”. If you are using Outlook Express, press “Tools” – “Accounts” – “Mail”. Select the email account you are experiencing problems with and press “Properties”. Select the “Servers” tab. You will need to update your “Outgoing Mail Server (SMTP)”.</p> <p>(If your service is not with Deep Blue then contact your email provider.)</p>

7	<p>Incorrect POP3/IMAP server– If you are not receiving emails then your POP3/IMAP server settings (dependant on the service you are using) are wrong. The POP3/IMAP server you will need to use can be found on your “Welcome Installation Guide”.</p> <p>(If your service is not with Deep Blue then contact your email provider. If you manage your own email server, then contact your network administrator.)</p>
8	<p>DNS Problem – The DNS server addresses can be obtained automatically by your router and assigned to your computer/s using DHCP. If Deep Blue supplied your router then this will already be the case. If not then refer to your routers manual.</p> <p>You should check your Network Connection Settings: Select Start→ Settings → Network Connections → Right click on the LAN icon and select Properties → Select TCP/IP from the first box and ensure that “Obtain DNS Server Address Automatically” is ticked.</p>
9	<p>Check your Network Connections settings are correct: Select Start→ Settings → Network Connections → Right click on the LAN icon and select Properties → Select TCP/IP from the first box and ensure that “Obtain an IP Address Automatically” is ticked.</p>
10	<p>Check The Connection In Internet Options – Open Internet Explorer and select “Tools” – “Internet Options”. Then select the “Connections” tab. Ensure that “Never Dial a Connection” is selected and press “Apply”. Once you have done this, press “LAN Settings”. Make sure that none of the boxes have ticks in them.</p>

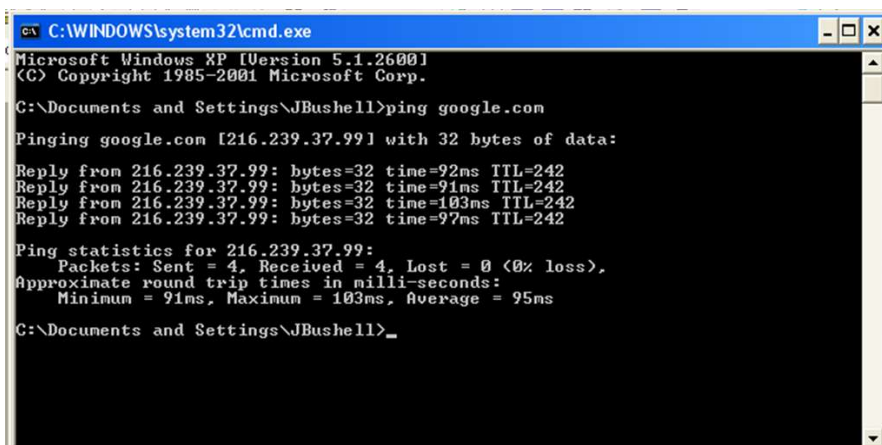
If this guide has been followed carefully and you still have problem then notify your account manager and they will check your ADSL account.

We request that you to check your equipment before we investigate any further if the initial tests look OK. If an investigation is carried out and it turns out that it was your equipment at fault then service charges may be incurred.

NOTES ON PINGING

A “Ping Test” sends out a small packet of information to a specified location on a network. In order to perform a ping test you must first open the DOS Command Prompt. To do this, press “Start”, then “Run” and type “cmd” (“command” if you are using Windows 98) and press “OK”. You will then see a black screen. Once you are here, you can type “ping” followed by a space, followed by the destination you wish to “ping” and press enter to perform the test e.g.

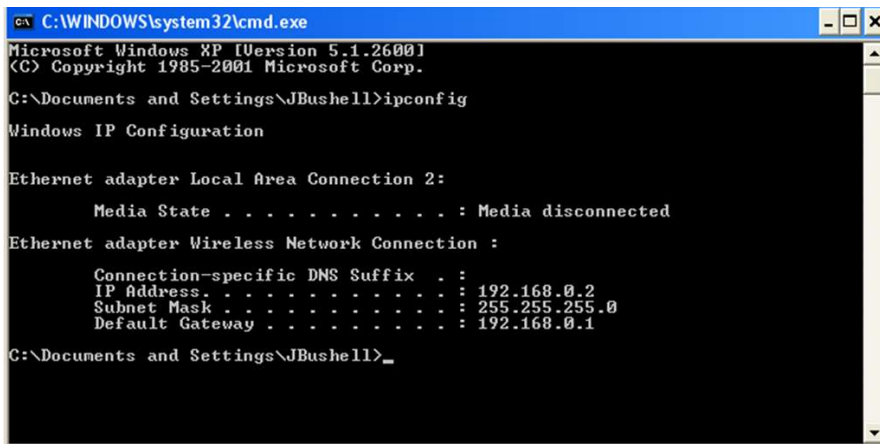
To ping “google.com” – type ping google.com



To ping the IP Address 216.239.37.99 – type ping 216.239.37.99

If you get a “reply from...” response, then your “ping” has been successful.

Your router - To find out the IP address of your router, type "ipconfig" at the DOS Command Prompt and press enter. The routers IP address is the "default gateway"



```
ca C:\WINDOWS\system32\cmd.exe
Microsoft Windows XP [Version 5.1.2600]
(C) Copyright 1985-2001 Microsoft Corp.
C:\Documents and Settings\JBushe11>ipconfig
Windows IP Configuration

Ethernet adapter Local Area Connection 2:

    Media State . . . . . : Media disconnected

Ethernet adapter Wireless Network Connection :

    Connection-specific DNS Suffix . :
    IP Address . . . . . : 192.168.0.2
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.0.1

C:\Documents and Settings\JBushe11>_
```