

ADSL Pre checks

Replacement Hardware

Have you got known working up-to-date router (with latest firmware), cables and micro filter to swap out with existing hardware?	Yes / No
Have you located the master socket and removed all telephony?	Yes / No
Is there an engineer's test socket located behind a plate on the master socket?	Yes / No
Have you plugged the replacement filter into the master socket?	Yes / No
Have you used a fresh RJ11 telephone cable?	Yes / No

Check PSTN side with analogue phone in filter:

Is there a dial tone?	Yes / No
Is the line clear with no noise present?	Yes / No
Can you receive incoming calls?	Yes / No
Can you make outgoing calls?	Yes / No

If the answer to any of the PSTN questions above is **NO** then you need to contact the PSTN phone line provider to run a PSTN line check before proceeding with the rest of the ADSL checks.

Router Setup

Setup the router in the usual manner making sure the cables are plugged into the correct places. If test socket available you should use this for testing.	Done? Yes / No
Log onto the web interface and enter the username and password into PPPoA and allow the router to obtain the rest of the setting automatically ensuring that VPI=0 and VCI=38.	Done? Yes / No
Can the router see sync?	Yes / No
Can the router obtain an IP address?	Yes / No
Does the router say you are connected?	Yes / No

If the above three questions were answered YES then plug a known good laptop or PC into the router and navigate to <http://st.talkinternet.co.uk> so that you can test your connection to the net and get a speed test without and other devices using the bandwidth.

Still not connected?

Can you connect using username: bt_test@startup_domain	Yes / No
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If authenticated, you can browse to a single site: <http://www.bt.net/digitaldemo> which currently consists of a single graphic image.

If the bt_test works but the ISP login doesn't then contact Talk Internet to verify your details are correct and that there are no service issues.

If the login was working and you've not changed anything, there may be some service issues or there may be a problem with your hardware/computer.