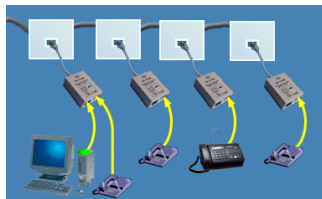


1. No Dial-tone, No Ringing Sound or Cannot Send or Receive Calls

- Remove all Microfilters and ensure your telephone is connected securely to the main telephone socket, also known as the Network Terminating Equipment (NTE) port.
- Check the dial tone again. If you can hear a dial tone when the telephone is plugged into the NTE, replace the original Microfilter with a new one.
- If there is still no dial tone when the telephone is connected to the NTE, replace the telephone with another telephone that is trouble-free. If you hear a dial tone, permanently replace the faulty telephone.
- If the problem persists - check the other telephones for a dial tone. If you cannot hear a dial tone on any of the telephones, turn off your ADSL modem. After doing this use a telephone to check for dial tone at all telephony sockets.
- If there is no dial tone on any of the telephones, there is a problem with your telephony service. **CONTACT YOUR TELEPHONY PROVIDERS FAULT TEAM.**
- If there is a dial tone on other phones, there may be a problem with internal wiring or your telephony sockets

Correct Microfilter Connections – Fig 1



2. ADSL Modem will not synchronise

If the modem has not synchronised, the ADSL synchronisation LED will flash intermittently.

- Go to the telephone nearest to (or connected to the same Microfilter as) your ADSL modem. Lift the receiver and then check for the normal dial tone. If there is no dial tone, go to 'No Dial-tone... section 1'
- If there is a dial tone, check that the cable connection from the ADSL modem, marked USB is connected to the USB port on your PC (located at the rear of the PC).
- Ensure the broadband cable is connected securely from the ADSL modem to the ADSL port on the Microfilter.
- Check the connection of the Microfilter into the telephone socket. Ensure that the line to your ADSL modem is connected through the PSTN side of the Microfilter.
- Check whether the ADSL modem LED is constantly on. If it flash continually, shut down your PC. Disconnect the USB Connector for the ADSL modem and then disconnect the USB port on the PC.

Note: * Refer to the ADSL modem handbook or manufacturer website to determine the signal for your modem synchronisation.

- Re-power the ADSL modem:-
 - Switch on the PC and allow it to boot up
 - With PC powered up, reconnect the USB connector to the modem and then to the USB port on the PC.
- Check the synchronise LED on the ADSL modem. If the USB LED is permanently lit and the synchronise light is on and not flashing at regular intervals, the modem is synchronised and operating correctly.
- If the modem still does not synchronise temporarily move the PC, ADSL modem, Microfilter and all necessary equipment to another room or telephony socket. **Do not** swap the initial Microfilter with a different one.
- If the modem synchronises, there may be a problem with the wiring at the original socket.
- If the modem does not synchronise replace the Microfilter with a new one and reconnect the ADSL modem to the ADSL port, of the ADSL Microfilter. Connect the USB modem to the PC. Re-boot the PC and check the modem lights for synchronisation. If the modem synchronises there is a fault with the original Microfilter and it should be discarded.
- If the modem still does not synchronise, there may be a problem with your ADSL network. **CONTACT YOUR BROADBAND SERVICE PROVIDER**

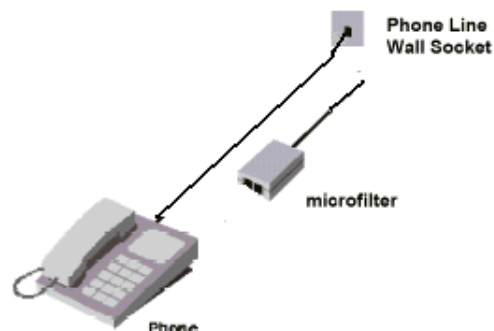
3. Unable to enter Password or Login

- Check your modem is synchronised* by looking at the ADSL LED light. If it flashes intermittently it is not synchronised. Refer to 'ADSL Modem Will Not Synchronise – section 2'
- If the ADSL LED light is on and does not flash, check the internet connection of the ADSL line.
- Disconnect from the internet and re-boot your PC.
- When reconnected, check the password and login information provided by your Service Provider. If they do not work **CONTACT YOUR BROADBAND SERVICE PROVIDER**
- If the reconnection is successful, attempt to browse a web page or the Service Provider website.
- If the modem is synchronised, you are able to logon and your password has been verified, but you are still unable to browse the Internet or your Service Providers website **CONTACT YOUR BROADBAND SERVICE PROVIDER.**

4. Noise or Echo on the Telephone

Remove all Microfilters from the telephone sockets. Connect all telephones directly into the telephone sockets.

Telephone disconnected from Microfilter & plugged into wall socket – Fig 2



- Go to the telephone where you noticed the problem. Check to see if the noise/echo you heard, is still there.
 - If the noise has disappeared, disconnect the telephone and reinsert the original Microfilter into the telephone socket.
 - Connect the telephone to the Microfilter. If the noise/echo reappears, you have a faulty Microfilter. Replace it immediately.
 - If the noise/echo is still there, replace the telephone with a trouble free telephone. Check for the noise/echo. If there is no noise/echo, permanently replace the faulty telephone. You can now complete the connection.
 - If you still notice the noise/echo, check all other telephones sockets one at a time, using a fault free telephone. If you experience noise/echo at all sockets there maybe a problem with your telephony service.
CONTACT YOUR TELEPHONY PROVIDERS FAULT TEAM
5. **Speed decreases, Low Data Throughput, Problems with Speed on different websites**
- The nature of the internet and traffic patterns across various time zones, locations and peak usage means that consistent performance of Internet browsing cannot always be guaranteed. If however you are sure that performance has substantially degraded over a period of time, you should **CONTACT YOUR BROADBAND SERVICE PROVIDER**