

## **Why does my Broadband ADSL connection dropout or disconnect?**

### An Overview

Dropouts are a very difficult issue to resolve. If the dropouts seem to be occurring at the same times each day (for example when a monitored alarm system is armed/de-armed) then it is just a case of correcting the filtering (or installing a central splitter in the case for the monitored alarm). Issues such as slow speeds and drop outs are rarely (less than 1% of the time) a problem at Telstra's end. If the dropouts are erratic, try the following:

- Disconnect all devices including phones, faxes, EFTPOS machines, 56k modems and answering machines from the line overnight to test. If dropouts stop, issue may be with a faulty filter, telephone device or a device needing a better quality filter.
- When disconnecting the telephone devices from the lines, also disconnect the computers from the modem/router so the only cables connected to it is the phone line and power cable. If the modem/router does not dropout while the computers are disconnected, this usually indicates that something on your internal network is overloading the modem and causing it to "lock up". Run anti-virus and spyware scans on all computers connected in the network.
- Confirm the Broadband ADSL phone line is not part of a PABX or Rotary.
- No filter on the modem.
- Is the modem/router losing line sync?
- Set the modulation to "G.Dmt" in the router.
- Tested new cabling (less than 5 metres), tried another phone point in the premises.
- Another modem tested, or this modem tested on a known working Broadband phone line.
- Listen to see if there is any audible static on the line with the Broadband disconnected and modem unplugged as this can interfere.
- No monitored alarm system on the line.
- Check if there has been any recent weather (storms etc).
- Check for air conditioners, heaters, fluorescent/low electric light bulbs, TV's, RF radios, microwaves, devices with large motors (such as washing machines). If the connection drops when these are on (or turned on/off) they are most likely interfering.
- If line sync is not dropping but the connection is, check that the modem doesn't have an idle timeout set.