Why can't I get line sync with my Broadband ADSL connection?

The most common issue with Broadband ADSL is "No line synchronisation",
 which is where the "ADSL" light does not come on, or continues to
flash (depending on your modem). This light needs to be remain solid for a
Broadband service to work correctly. Line sync represents a connection
between your modem/router and your local Telstra exchange.

If your modem/router is not achieving sync, please check the following:

- Ensure there is no filter on the modem.
- Ensure that all cabling is correct. That the phone line is plugged into the
ADSL/Phone point on the modem/router.
- Test new cabling (less then 5 metres), try another phone point in the premises.
- Ensure there is a dial tone on the phone point/line.
- Broadband modem connected to the correct phone number. To check this you
can call 1800 801 920 which reads the number you dialled from.
- No monitored alarm system on the line (if there is, ensure there is a central
splitter installed).
- No Foxtel Digital installed (if there is, this will need to be filtered).
- Phone confirmed as not part of a PABX or Rotary.
- Set the modulation correctly on the modem/router to "G.Dmt".
- Test another modem, or test this modem on a known working Broadband line.

If all the above has been tried, disconnect all devices including phones, faxes,
EFTPOS machines, 56k modems, answering machines, filters, Foxtel digital,
monitored alarm systems and cordless phones from the phone number that the
Broadband is connected to. Ensure that the only device connected to the
Broadband phone number is the modem/router.

If the modem/router is still not achieving line sync, there may be a line fault
which can be investigated further by contacting Easy Internet Support on 07
4953 3331