

Please read through the guides below on things you can do to diagnose a connection issue.

Please complete the steps below before contacting Customer Support.

ADSL/ADSL2 Synchronization

Most modems should have an ADSL/ADSL2 sync light on the front panel - the purpose of this light is to show that the modem is picking up the ADSL/ADSL2 signal on your phone line

If your modem's ADSL/ADSL2 sync light is not on or is unstable (the interpretation of the light is different for different modems) we must go through the process of elimination to find what is causing the modem not to detect the ADSL/ADSL2 line:

The steps below will help determine where the problem is coming from.

The following tests need to be completed before any faults are lodged.

ADSL/ADSL2 faults - Our phone carriers Telstra and Optus repair faults with their equipment free of charge. However, if a technician is called out to your premises and is unable to find a fault with the ADSL line up to your boundary point, then there is a call out fee charged. For example if the fault is found to be with your modem or equipment inside your property boundary, then the following fee will apply...

ADSL Call Out Fee: \$155

ADSL2 Telstra Call Out Fee: \$155

ADSL2 Optus Call Out Fee: \$250

So we may minimize the possibility of call out fees, there are a few things that need to be tested before we can lodge a fault.

1. Modem Configuration

The first thing you should do is to check the modem configuration settings of your modem.

An incorrectly configured device will not function properly. Click [here](#) to view the general configuration options used for our ADSL/ADSL2 service.

If you do not have a copy of your settings sheet that would have been sent out to you; you can view your settings online in the [Member's Area](#) you will need your account number and password to access it.

[Contact us](#) if you have lost or forgotten your member's area details.

2. Power Cycle:

1. Disconnect the power and phone cables from the back of your ADSL/ADSL2 modem
2. Leave **both** cables disconnected for 20 minutes.
3. Reconnect the cables and wait for 60 to 90 seconds for your modem to re-sync.

A power cycle forces the exchange to do a software reset and can generally fix most connection or time out issues.

3. Isolation Test

1. Disconnect **ALL** devices (including filters/splitters) that plug into a phone socket in your home
2. Plug back in **ONLY** your modem
3. Observe whether your modem is able to obtain sync or maintain a stable connection

An isolation test will help eliminate if other devices on your line (besides your modem) are interfering with your connection; causing drop outs or preventing the ADSL/ADSL2 line being detected.

Some types of wireless walk-around phone handsets can interfere with ADSL/ADSL2 line sync.

4. Test a Second Modem

If the first few test don't come up with any results the next best step is to try either:

- Testing your modem at a friend or family member's place who has ADSL/ADSL2 to see if the modem works there
- Testing another modem from a friend or family member at your place with your iSage [settings](#)

This last test is to ensure that your modem is operating correctly, when speaking with our support staff please include the brand and modem numbers of each of the modem devices you have tested.

Please bear in mind, we are ISP and can provide support for internet connection issue and limited support with your internal connection issues. if you need support with wireless connectivity please seek local IT technician to help with the connection problem as we do not take any responsibility for your internal connection issues.