

ADSL Speed Troubleshooting Guide

1. Please use our official speed test at <http://testmyspeed.comcen.com.au> (and select your appropriate state)
2. Please disconnect the power to the modem, leave it off for 15 seconds and plug it back in and see if that resolves the issue.
3. Please try and isolate the modem by removing all telephony devices off the line (including all telephones, fax machines, adsl filters, back to base alarms and foxtel digital). Once this is done, please use a short telephone cable less than two metres and connect this from the ADSL modem into the first telephone jack in the house. Please then run the official speed test again.
4. Please ensure you are connecting in G.DMT mode (ADSL1) or G.DMT.BIS.PLUS mode (ADSL2+) in the modem. Steps on how to do this differ from modem to modem.
5. Please factory reset the modem and re-configure it. Steps on how to do this differ from modem to modem.
6. Please try using another modem if possible and monitor the connection.
7. If possible, please also try another computer and see if this rectifies the problem, in the case that it does, then it could be a problem that is isolated to the computer you are using.
8. Please ensure that only one computer is connected when you are doing the testing, please also ensure that there is nothing running in the background when this testing is occurring. Please also connect using an ethernet/usb cable only, also disable any wireless services on your computer and on your router.

Once the above steps have been tried, and the issue has not been resolved, please contact our technical support staff to do a live test of your connection.