

Things to check if the customer has NO SYNC:

1. Check the lights on the modem.
2. Power cycle (turn-off and turn-on) Modem, computer and other 3rd party devices (router, hub, switch)
3. Check for Dial-tone
4. Check for filters (filters should be installed on every devices where the DSL service running and these includes phones, direct TV, answering machine, alarm system, fax machine, Satellite, etc...)
5. make sure the customer is only using a 10 FT. phone cord. Regular phone will do as long it's not more than 10 Ft. long.
6. Move the DSL modem on different phone jack.
7. Make sure the customer is not on a phone system. DSL signal doesn't work on any phone system like centrix line, roll-over line and etc...
8. Last thing is to do Ultimate Test. (unplugged every device in the premises except for the DSL modem and just connect modem the straight to the phone jack).
9. If problem persisted create a Telco ticket.

Things to check if the customer has Intermittent Sync:

1. Trouble shoot this issue like No Sync.
2. Power cycle every device. (modem, computer, router, switch hub)
3. Check for any noise on the line. (any static noise, humming noise, scratchy noise or radio frequency should be reported to their local telephone company repair or by calling 611).
4. check for filters (filters should be installed on every devices where the DSL service running and these includes phones, direct TV, answering machine, alarm system, fax machine, Satellite, etc...)
5. Make sure the customer is only using a 10 FT. phone cord. Regular phone will do as long it's not more than 10 Ft. long.
6. Move the DSL modem to a different phone jack.
7. Do the Ultimate test

Things to check for Sync No Surf "PPPOE":

NOTE: Verify the VPI/VCI are set as 0/35 in the DSL Modem

1. Power cycle every device. (modem, computer, router, switch hub)
2. Bypass any 3rd party hardware (router, hub, switch)

3. Recreate the PPPoe connection if needed.
4. Double check the username and password (make sure the customer is typing the correct format "phonenumber@value.net" as the username)
5. Try to update the NIC drivers
6. Try different computer if needed

Things to check for Sync No Surf "Static":

NOTE: Verify the VPI/VCI are set as 0/35 in the DSL Modem

1. Power cycle every device. (modem, computer, router, switch hub)
2. Bypass any 3rd party hardware (router, hub, switch)
3. Double check the IP address, subnet mask, DNS and gateway are all correct.
4. Make sure Nic drivers are all updated.
5. Try different computer if available

Things to check for Sync No Surf "DHCP":

NOTE: Verify the VPI/VCI are set as 0/35 in the DSL Modem

1. Power cycle every device. (modem, computer, router, switch hub)
2. Bypass any 3rd party hardware (router, hub, switch)
3. Try ipconfig /release /renew commands
4. Try resetting the TCP/IP stack
5. Make sure NIC drivers are updated
6. Try different computer if available

Things to check for Slow speed:

1. Power cycle every device. (modem, computer, router, switch hub)
2. Bypass any 3rd party hardware (router, hub, switch)
3. When running a Speed test, make sure nothing is running on the computer. Make sure the computer is not uploading or downloading any files over the internet.
4. Check the DSL speed that they signed up for and also check their rates.

If all the Basic trouble shooting has been performed and the problem is still persisting. Please escalate the issue to 2nd Level support.