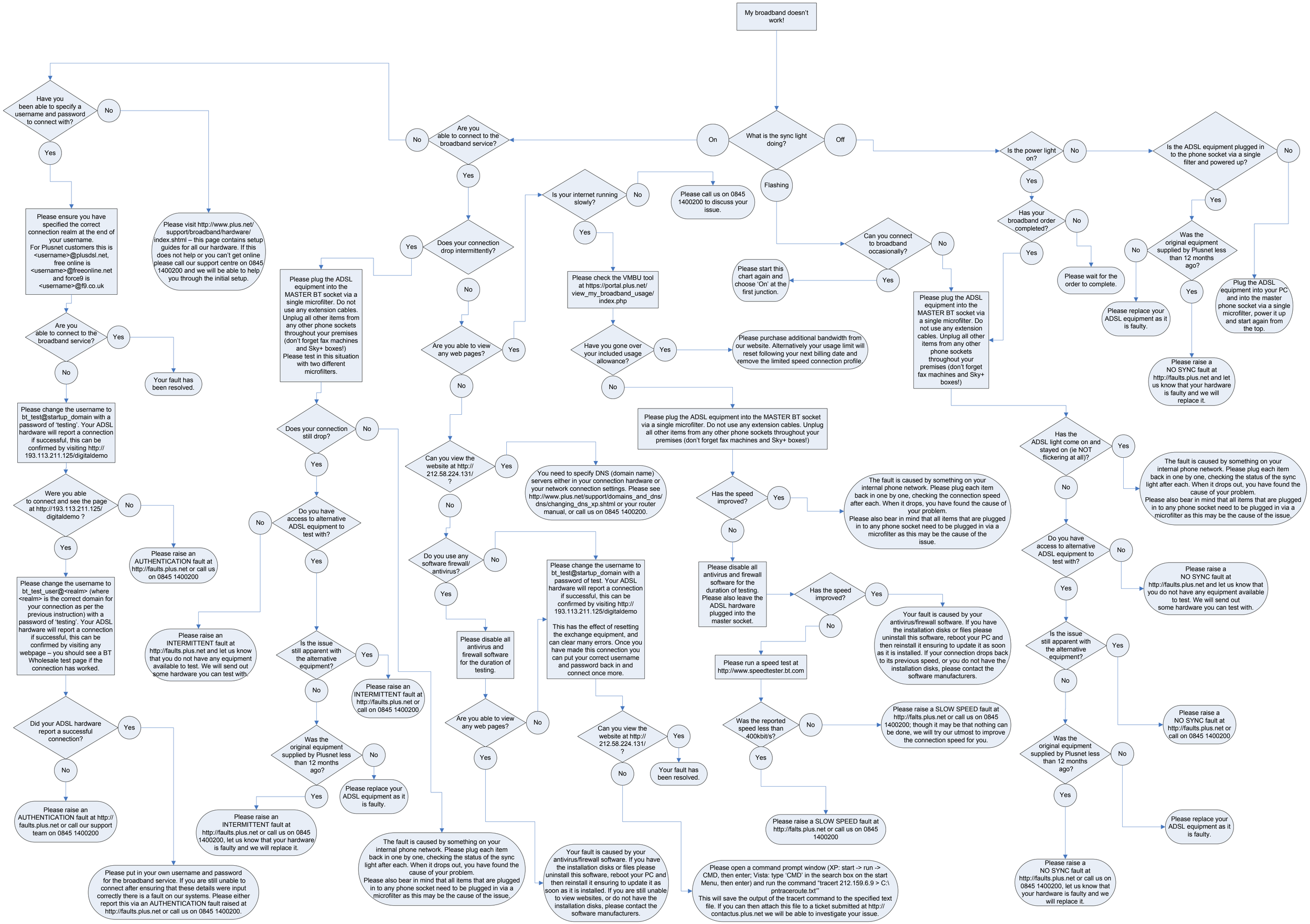
My broadband doesn't work!
What is the sync light doing?
On
Off
Flashing
Are you able to connect to the broadband service?
No
Yes
Have you been able to specify a username and password to connect with?
No
Yes
Please ensure you have specified the correct connection realm at the end of your username. For Plusnet customers this is <username>@plusdsl.net, free online is <username>@freeonline.net and force9 is <username>@f9.co.uk
Please visit http://www.plus.net/support/broadband/hardware/index.shtml – this page contains setup guides for all our hardware. If this does not help or you can't get online please call our support centre on 0845 1400200 and we will be able to help you through the initial setup.
Are you able to connect to the broadband service?
Yes
No
Your fault has been resolved.
Please change the username to bt_test@startup_domain with a password of 'testing'. Your ADSL hardware will report a connection if successful, this can be confirmed by visiting http://193.113.211.125/digitaldemo
Were you able to connect and see the page at http://193.113.211.125/digitaldemo ?
No
Yes
Please raise an AUTHENTICATION fault at http://faults.plus.net or call us on 0845 1400200
Please change the username to bt_test_user@<realm> (where <realm> is the correct domain for your connection as per the previous instruction) with a password of 'testing'. Your ADSL hardware will report a connection if successful, this can be confirmed by visiting any webpage – you should see a BT Wholesale test page if the connection has worked.
Did your ADSL hardware report a successful connection?
Yes
No
Please raise an AUTHENTICATION fault at http://faults.plus.net or call our support team on 0845 1400200
Please put in your own username and password for the broadband service. If you are still unable to connect after ensuring that these details were input correctly there is a fault on our systems. Please either report this via an AUTHENTICATION fault raised at http://faults.plus.net or call us on 0845 1400200.
Are you able to connect to the broadband service?
No
Yes
Does your connection drop intermittently?
Yes
No
Please plug the ADSL equipment into the MASTER BT socket via a single microfilter. Do not use any extension cables. Unplug all other items from any other phone sockets throughout your premises (don't forget fax machines and Sky+ boxes!) Please test in this situation with two different microfilters.
Does your connection still drop?
No
Yes
Do you have access to alternative ADSL equipment to test with?
No
Yes
Please raise an INTERMITTENT fault at http://faults.plus.net and let us know that you do not have any equipment available to test. We will send out some hardware you can test with.
Is the issue still apparent with the alternative equipment?
Yes
No
Please raise an INTERMITTENT fault at http://faults.plus.net or call on 0845 1400200
Was the original equipment supplied by Plusnet less than 12 months ago?
No
Yes
Please replace your ADSL equipment as it is faulty.
Please raise an INTERMITTENT fault at http://faults.plus.net or call us on 0845 1400200, let us know that your hardware is faulty and we will replace it.
Are you able to view any web pages?
Yes
No
Can you view the website at http://212.58.224.131/?
Yes
No
Do you use any software firewall/antivirus?
No
Yes
Please disable all antivirus and firewall software for the duration of testing.
Are you able to view any web pages?
No
Yes
The fault is caused by something on your internal phone network. Please plug each item back in one by one, checking the status of the sync light after each. When it drops out, you have found the cause of your problem.
Please also bear in mind that all items that are plugged in to any phone socket need to be plugged in via a microfilter as this may be the cause of the issue.
Is your internet running slowly?
No
Yes
Please check the VMBU tool at https://portal.plus.net/view_my_broadband_usage/index.php
Have you gone over your included usage allowance?
Yes
No
Please purchase additional bandwidth from our website. Alternatively your usage limit will reset following your next billing date and remove the limited speed connection profile.
Please call us on 0845 1400200 to discuss your issue.
You need to specify DNS (domain name) servers either in your connection hardware or your network connection settings. Please see http://www.plus.net/support/domains_and_dns/dns/changing_dns_xp.shtml or your router manual, or call us on 0845 1400200.
Please plug the ADSL equipment into the MASTER BT socket via a single microfilter. Do not use any extension cables. Unplug all other items from any other phone sockets throughout your premises (don't forget fax machines and Sky+ boxes!)
Please change the username to bt_test@startup_domain with a password of test. Your ADSL hardware will report a connection if successful, this can be confirmed by visiting http://193.113.211.125/digitaldemo
This has the effect of resetting the exchange equipment, and can clear many errors. Once you have made this connection you can put your correct username and password back in and connect once more.
Can you view the website at http://212.58.224.131/?
Yes
No
Your fault has been resolved.
Your fault is caused by your antivirus/firewall software. If you have the installation disks or files please uninstall this software, reboot your PC and then reinstall it ensuring to update it as soon as it is installed. If you are still unable to view websites, or do not have the installation disks, please contact the software manufacturers.
Please open a command prompt window (XP: start -> run -> CMD, then enter; Vista: type 'CMD' in the search box on the start Menu, then enter) and run the command "tracert 212.159.6.9 > C:\pntraceroute.txt"
This will save the output of the tracert command to the specified text file. If you can then attach this file to a ticket submitted at http://contactus.plus.net we will be able to investigate your issue.
Can you connect to broadband occasionally?
No
Yes
Please start this chart again and choose 'On' at the first junction.
Please plug the ADSL equipment into the MASTER BT socket via a single microfilter. Do not use any extension cables. Unplug all other items from any other phone sockets throughout your premises (don't forget fax machines and Sky+ boxes!)
Has the speed improved?
Yes
No
The fault is caused by something on your internal phone network. Please plug each item back in one by one, checking the connection speed after each. When it drops, you have found the cause of your problem.
Please also bear in mind that all items that are plugged in to any phone socket need to be plugged in via a microfilter as this may be the cause of the issue.
Please disable all antivirus and firewall software for the duration of testing. Please also leave the ADSL hardware plugged into the master socket.
Has the speed improved?
Yes
No
Your fault is caused by your antivirus/firewall software. If you have the installation disks or files please uninstall this software, reboot your PC and then reinstall it ensuring to update it as soon as it is installed. If your connection drops back to its previous speed, or you do not have the installation disks, please contact the software manufacturers.
Please run a speed test at http://www.speedtester.bt.com
Was the reported speed less than 400kbit/s?
No
Yes
Please raise a SLOW SPEED fault at http://falts.plus.net or call us on 0845 1400200; though it may be that nothing can be done, we will try our utmost to improve the connection speed for you.
Please raise a SLOW SPEED fault at http://falts.plus.net or call us on 0845 1400200
Is the power light on?
No
Yes
Has your broadband order completed?
No
Yes
Please wait for the order to complete.
Has the ADSL light come on and stayed on (ie NOT flickering at all)?
Yes
No
The fault is caused by something on your internal phone network. Please plug each item back in one by one, checking the status of the sync light after each. When it drops out, you have found the cause of your problem.
Please also bear in mind that all items that are plugged in to any phone socket need to be plugged in via a microfilter as this may be the cause of the issue.
Do you have access to alternative ADSL equipment to test with?
No
Yes
Please raise a NO SYNC fault at http://faults.plus.net and let us know that you do not have any equipment available to test. We will send out some hardware you can test with.
Is the issue still apparent with the alternative equipment?
Yes
No
Please raise a NO SYNC fault at http://faults.plus.net or call on 0845 1400200
Was the original equipment supplied by Plusnet less than 12 months ago?
No
Yes
Please replace your ADSL equipment as it is faulty.
Please raise a NO SYNC fault at http://faults.plus.net or call us on 0845 1400200, let us know that your hardware is faulty and we will replace it.
Is the ADSL equipment plugged in to the phone socket via a single filter and powered up?
No
Yes
Was the original equipment supplied by Plusnet less than 12 months ago?
No
Yes
Please replace your ADSL equipment as it is faulty.
Please raise a NO SYNC fault at http://faults.plus.net and let us know that your hardware is faulty and we will replace it.
Plug the ADSL equipment into your PC and into the master phone socket via a single microfilter, power it up and start again from the top.