

Connectivity

The network link light on ADSL modem/router will not come on?

Please check that the cable you are using is the correct type (patch or cross-over), and that both ends are securely plugged into your PC/Switch or modem/router. If the cable is correctly and securely connected, it may be possible that the cable is faulty. Inspect the cable for nicks and breaks if possible use an alternative cable. This problem is unrelated to the status of the ADSL network and is a local issue, check your LAN and router.

There is no ADSL light on modem/router / connection keeps dropping or going offline.

Check the line from the phone point entering the house, if possible plug a telephone into the phone socket and check you have a dial tone. Repeat this test with the micro filter connected. Check the cable from the micro filter to the ADSL modem / router, replace if possible. Test using an alternative modem / router to eliminate hardware the possibility of a modem / router fault.

Finally disconnect all devices from the phone line including faxes, phone extensions, answering machines, Sky boxes & games consoles etc and check again with only the modem / router attached.

In the case of intermittent faults see if the dropouts are occurring at the same time each day or at the same time as an event I.E. receiving a fax, if this is the case then the fault is probably due to poor filtering of the phone line. Most intermittent faults are caused by poor filtering / cabling.

If problems persist please call our support team on 0845 130 6010 option 2.

The LAN and ADSL lights are lit on my modem/router, but I still cannot access the Internet.

Please ensure that your username and password have been entered correctly on the router or login screen. Check that all lights that normally come on, on the modem/router are on, and if not record which ones that are different.

If the router / modem was not supplied by DATANET.CO.UK verify the following parameters are correctly set in the configuration. VPI/VCI (0,38), Encapsulation PPPoA/LLC/VC-Mux, ADSL Modulation G.DMT.

Modem/router was working but now can't access the Internet?

Try rebooting your PC and/or your router; this may solve issues with synchronisation which cause these symptoms.

Is the router/firewall pingable on the internal IP range and can you either get to the Web UI or telnet to it. (Even if you can't get onto it due to a password the login should at least come up.)

Can you ping the DNS Servers? Primary: 80.68.34.6, Secondary: 77.241.177.2, Tertiary: 80.68.34.8
If you can ping these IP addresses then the problem is most likely caused by incorrect or missing DNS settings.

Can you ping www.google.co.uk (Does this resolve to an IP address?)

ADSL connection is very slow

Ensure that your systems are clear of spam and virus as these might slow down the system. Run a speed test to see what actual download speed you are getting. Shut-down all computers on the network apart from the PC you are using to perform the speed tests if the speed increases significantly then it is likely one of your PC's is infected with spyware/virus.

How do I go about reporting a fault for my ADSL broadband connection?

You can speak to us directly through our technical support line 0845 130 6010 option 2, alternatively email support@datanet.co.uk

How long does it take to resolve a DSL connection issue?

Datanet aims to resolve your issue whilst on the phone to you, if we are unable to resolve the problem immediately due to a physical DSL fault we will place a DSL line fault with BT immediately. Please refer to DATANET's ADSL SLA for fault restoration times.

How you connect to your broadband can affect your line speed

Electrical Interference – Reduce electrical interference by ensuring that your connectivity hardware (router/firewall) is not positioned on the floor, checking that all wires are connected and secure. Ideally, electrical devices should be a minimum of 5 feet away from the router and its wiring – some items that are renowned for causing interference are; Low quality cordless phones (900MHz) TV's and monitors, stereo or PC speakers, Halogen lamps, dimmer switches and AC power cords.

Microfilters – For broadband to work correctly over the same line as your telephone service, you need to have a microfilter. Without these filters, you may experience telephone interference or broadband connection problems. For each telephone socket that has equipment plugged into it (eg. Equipment that need microfilters include Broadband modem/router, telephones, answering machines, fax machines, alarm systems, digital TV boxes) (a maximum of four extension sockets with microfilters attached)

Main Phone Socket – If possible, connect to your main phone socket instead of an extension socket. If your main socket is not in a convenient location, you could consider a wireless connection.

Suitable Router – If your broadband has been upgraded to a faster service, it is important to have a router that is capable of managing the faster line speeds. Please note that routers that are ADSL2+ compatible will not work on the FTTC (Fibre to the Cabinet) services. For FTTC connections, a PPPOE router must be installed.

Wireless Interface – Use of wireless broadband can cause interference. By locating your wireless router away from large metal objects (e.g. Radiators, fridges and mirrors) and not near thick walls should make a difference. Interference can be reduced and performance can be improved by changing the wireless channel that you are using. This can be done by accessing the wireless settings on your router.

Ageing Computer – Depending on the age of your computer equipment, you may not be able to receive the maximum broadband speed available to you. The Internet browser that you have installed can also affect the ability to manage different content types on newer websites. Older operating systems (e.g. Windows 95 + before) will significantly affect broadband speed.