TPG Technical Support

TPG TELECOM

Troubleshooting Help – No ADSL Connection or No Sync

'No connection', 'No Sync' or 'No Signal' connection difficulties all refer to appearing to have no ADSL connection at all.

The primary symptom of this problem is when the "CD", "ADSL", or "Link" light(s) on your ADSL modem/router is not lit up. This happens when your ADSL modem/router is unable to synchronise or connect with TPG over your telephone line. The indicator light is usually flashing when trying to synchronise and steadily lit when synchronisation has successfully completed.

Example of the lights on your ADSL modem/router:

ADSL MODEM	Power	ADSL	Ethernet	Internet	Activity
	●	○	●	○	○

Common causes of 'No connection' ADSL difficulties are cables connected to incorrect ports on your modem/router, loose cables, unfiltered devices on your telephone sockets like (such as telephones, faxes or Foxtel), faulty equipment, telephone line issues (no dial tone), or your ADSL service is not yet installed.

If this is the first time you are trying to use the service, please contact Customer Service at 13 14 23 to verify if the ADSL is completely installed on the line. TPG will always send you an email confirmation when your TPG service has been installed, sent to the email address registered on your account or provided at the time of registration.

Troubleshooting Help:

If the connection is suddenly stops working after a period of having no problems, here is a checklist that can help troubleshoot the problem:

1. Check the **TPG Service Status** at http://servicestatus.tpg.com.au/ to see if there are any notifications of maintenance or outages within your area. If so, please wait for the estimated time of repair given before trying again.

If your area is not listed on the Service Status, then continue troubleshooting with the steps below:

2. Check if the modem/router is getting **power**. Turn the equipment off and back on or try a different power outlet or power adapter with the same voltage.

3. Check that the **ADSL cable** from your telephone wall socket to your modem/router is properly connected at the back of the modem.

4. Check that the same ADSL cable is connected with an **ADSL filter** between the telephone wall socket and any devices such as telephones, faxes and Foxtel (see below diagram).
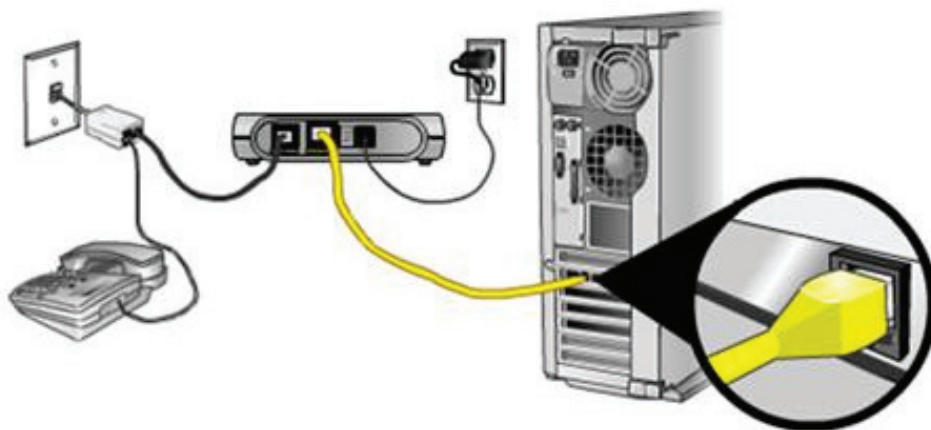
5. Disconnect and reconnect the ADSL cable at both ends and the filter to make sure it is **not loose**.

6. If a spare ADSL cable or filter is available, try to **replace the existing ADSL cable or filter** to find out if the ADSL cable or filter is faulty.

7. Unplug the filter and the telephone/fax/Foxtel from the telephone wall socket. Then **connect the ADSL cable directly** from the modem/router into the telephone wall socket. This will tell you if there is a problem with the filter.
   - NB: TPG's Naked ADSL service does not require filters.

8. Check to see whether there is a **dial tone** on your telephone line by picking up a telephone handset connected to the same telephone wall socket as your modem/router. If there is no dial tone, this indicates a problem with your telephone line which will also cause connection problems for your ADSL service. Contact your telephone provider for assistance.
   - NB: This step is not applicable for customers with TPG's Naked ADSL service which shouldn't have a dial tone on the line under normal circumstances.

9. Perform an **Isolation Test**.
   - An isolation test involves removing all telephones and other devices (answering machine, fax machine, alarm system, etc) from all telephone wall sockets, then connecting the modem directly to a wall socket as in step 7.

10. If a **spare modem** is available to you, try to configure it with your settings (including your username and password) and see if it works. Please refer to http://www.tpg.com.au/helpdesk/support.php?type=pppoe&soft=layerchange for modem configuration guides.

11. Try connecting your modem/router to a different telephone wall socket on your premise or from a different location (e.g. a friend's house with TPG ADSL) where you know the connection is working.

If your ADSL connection is still not working, we apologise for the inconvenience. Please contact our Help Desk at 13 14 23 for further assistance. Kindly indicate which steps you've already completed to speed up the troubleshooting process.