



Fault Finding – Procedures Isolation of Faults and Potential Causes

NBN Box

- Check all 4 Blue lights are “ON”
- If no Blue lights – remove Yellow cable – reinstall cable for Re-Boot
- NBN Box will take about 5-8 minutes to Reset or Reinitialize
- If Reset fails and Red light appears – NBN fault
- Lodge fault - Photo of NBN box lights required.

NBN Provider is Liable from Pit to NBN Box

Faults in NBN Box can be caused by Storm/Lightning Strikes, Electrical Outages, Power Surges,

Modem and Ethernet Cables

- Check Lights on Modem Box are “ON”
- If lights are NOT “ON” – remove Ethernet cable between NBN Box and Modem and reinstall cable – wait about 3 minutes
- Check Lights on NBN Box (4 Blue Lights)
- If NBN Box lights are NOT “ON” (as per NBN Box Procedure above) – cable could be faulty – check and or replace if necessary
- If problem repeats or reoccurs – report Fault to ISP (Photo of Modem & Cables required)
- Check all cables between Modem/s and all computer devices
- Do NOT press Modem “RESET” Button (Factory Reset) UNLESS directed by ISP
- Do NOT attempt, or allow others, to enter or change any programming on any device.

Adaptors and VoIP Phones

- If NBN and modem ok, reboot adaptor and VoIP Phones – remove and reinstall cables to ensure secure connection between Adaptors and Phones
- Adaptor will have 4 lights for correct connection

U.P.S (Uninterrupted Power Supply)

- The Installation of a UPS to all systems is strongly recommended
- Connect the UPS to the NBN Box, the Modem, the Adaptor and ALL V.O.I.P Phones

99% of all Faults are caused by:-

- Low Voltage Supply
- Lightning Strikes/Power Surges/Electrical Faults within the premises
- Within your computer – Firewall Attack, Viruses, Software and Application Issues, Onsite Server Faults
- Improper or Insecure Cable connections, Faulty Modems/V.O.I.P Phone/Switches or Wall sockets/Power Point or Power Board

WI-FI Issues

- WI-FI Signal Loses Intensity or strength when moved further from the Modem
- This can Impact on the quality of your Internet Reception
- Correct positioning of the Modem should be considered with regard to Building Infrastructure, Electrical Devices and Supply, the correct positioning of hardware on external and internal walls and the correct configuration of computer.

VoIP Phones

- “Crackling” or “Low Quality” reception can cause Intermittent call dropouts. Other causes may be contributed to Traffic Congestion or Overload, Incorrect Configuration, IP Address Issues, or Onsite cabling and Infrastructure Issues.
- Key Pad locked
On the Grandstream keypad, if you **press and hold the star (*) key** until the LOCK symbol shows on your screen. This will then lock the keypad. To unlock the keypad, repeat the same process as above and once unlocked, it will ask for a password. There is no password, just hit OK and this will unlock the phone.

Virtual P.B.X

- If a problem occurs – it is most likely that the Techo can Detect a problem, with the PBX – No Cost to Client.

INTERNAL P.B.X. PHONE SYSTEMS

We DO NOT provide for these systems. Virtual PBX Phone Systems are Strongly Recommended. Low Voltage on Site can affect a PBX System and incorrect programming. Ensure the installation of a UPS backup.

MOBILE PHONES

- Before Lodging a Fault. Power OFF or Reboot Phone by switching OFF. In most cases, the system will Reset and Reconfigure attached Applications and Software and will do a “Cleanup” of any Spam and Viruses.