How to Perform Isolation Test

If you've having problems with your ADSL broadband or phone connection, it's important to try an isolation test. Devices that you have plugged into your phone lines can interfere with your ADSL broadband service, and an isolation test checks whether things such as the internal wiring of your house, a faulty ADSL filter, or another device is causing your problems.

1. Disconnect all private equipment plugged into a telephone wall-point e.g. double adapters, phones, filters, extension cords, fax machines, modems, Foxtel etc.
2. Wait for at least 30 seconds to allow the line to reset.
3. Plug only modem to phone wall-point, without a filter, and wait for it to reconnect - if the lights labelled 'ADSL Sync' (sometimes labelled 'ADSL', 'Sync', 'WAN' or 'Broadband') and 'Internet'(sometimes labelled 'Online') light up, then your modem has reconnected.
4. **If your modem reconnects:** then this means that you other devices or equipment are using interference on your phone line. Plug your equipment back in piece by piece, checking the connection each time. When the problem returns then you have discovered the faulty equipment. Keep testing the rest of your equipment as well.
5. **If your modem doesn't reconnect:** then the problem may lie with your telephone wall-point or phone cable. Try a different cable, and if that doesn't work, then try the other telephone wall-point in your house, still checking the connection each time

If you discover a piece of faulty equipment, it will either need to be replaced, or may simply require a new ADSL filter.

When Do I need to perform isolation test?

You should do isolation test if you are on ADSL connection and having below problems.

- No ADSL light on modem (No Sync)
- Intermittent connection
- Slow speed (low sync rate)
- Buzzing sound on telephone line