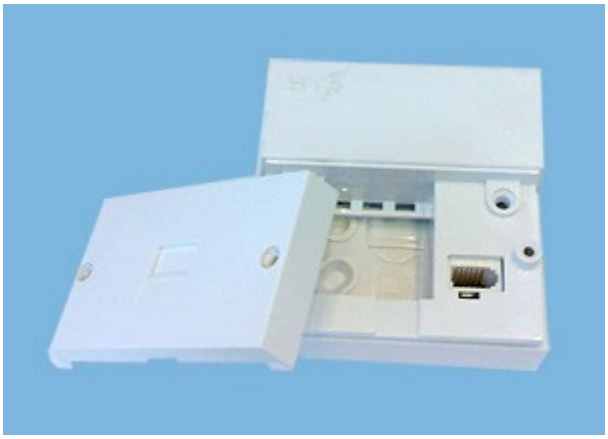
ADSL Synchronisation problems

Common problems involving disconnections are usually due to electronic interference on the telephone line. Because of the frequencies used with ADSL internal wiring can act as an aerial for picking up interference. This can usually be verified by a simple test with the ADSL equipment at the BT master socket (NTE-2005)

The image above shows a standard BT master socket. You will normally have just one of these on your telephone line usually near to where the telephone cable enters your premises.

You can identify the master socket by the split front plate. Inside the master socket is an engineers test socket - this is located underneath the bottom half of the face plate, to the right. The two screws on the bottom half will need to be removed in order to remove the lower half of the faceplate. The faceplate simply pulls out, once unscrewed.

All of your extension sockets in the house are wired into this faceplate so these will no longer work while the faceplate is removed.



This shows the master socket with the faceplate removed. The socket on the right is the engineers test socket.

To test your master socket you will need to connect your ADSL equipment into the test socket. Use only the short cable supplied with your ADSL modem. Do Not use long extension leads as these can themselves be the source of the problem.

If the problem has disappeared then it is either your internal wiring or something plugged into the line causing which was causing the problem. You will need to check your internal wiring in this case.

If the problem still persists then either there is a problem with the BT line, or your equipment is at fault. If you are sure it is not your equipment then call Support support to report the fault.