

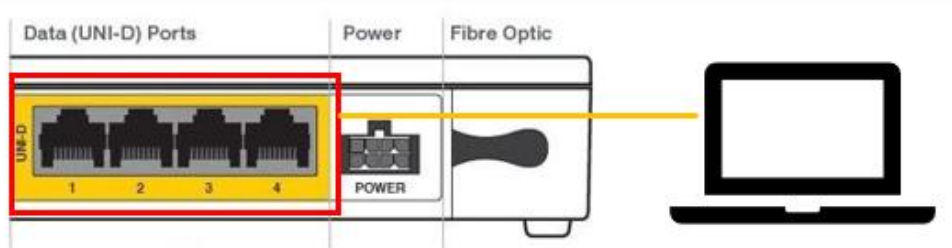
How to Complete an NBN Isolation Test

What is an Isolation test?

An isolation test for internet troubleshooting is a method used to identify whether a particular device, connection, or network element is causing internet connectivity issues. It involves systematically disconnecting or isolating components to test the connection and identify the source of the problem.

Connection Type

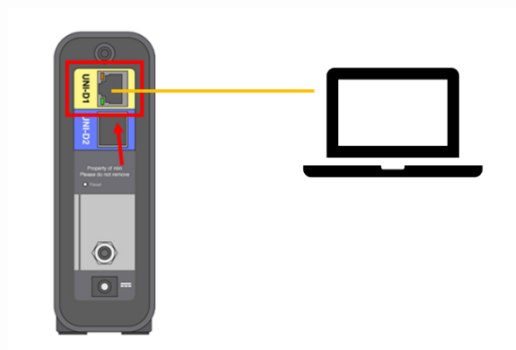
FOTP



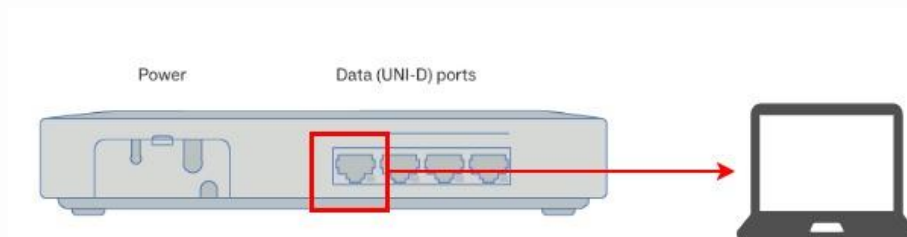
FTTC



HFC



Fixed Wireless



*Your connected UNI-D port may differ from the above diagram. Please contact My Net if you are unsure of your connected UNI-D port alternatively these details can be found under the service in your portal or STEVE depending on your account configuration.

Once plugged in, reboot the NTD to start a new session.

Setting up a Dial-Up / Direct PPPoE Connection – Windows

Setting up an Isolation Test or Dial-Up Connection for Direct PPPoE for Windows

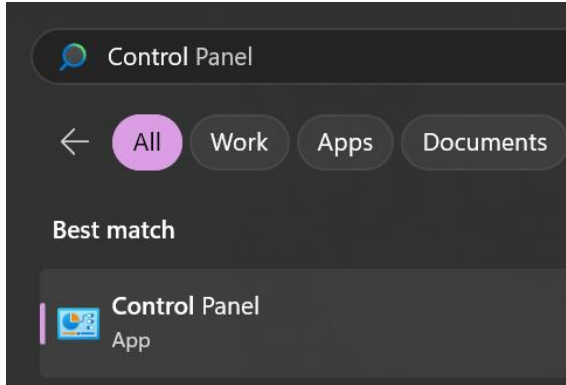
To establish a Dial-Up Connection with PPPoE on a Windows laptop for internet access, please follow the below guideline. (Also known as Direct PPPOE Test)

Prerequisites:

- Windows laptop with administrative privileges
- PPPoE username and password provided by the Internet Service Provider (ISP)

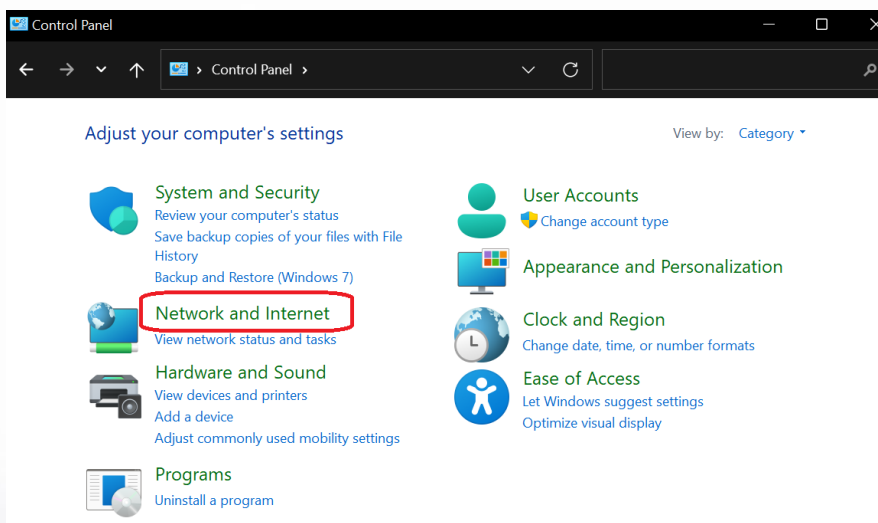
Step 1: Open Control Panel

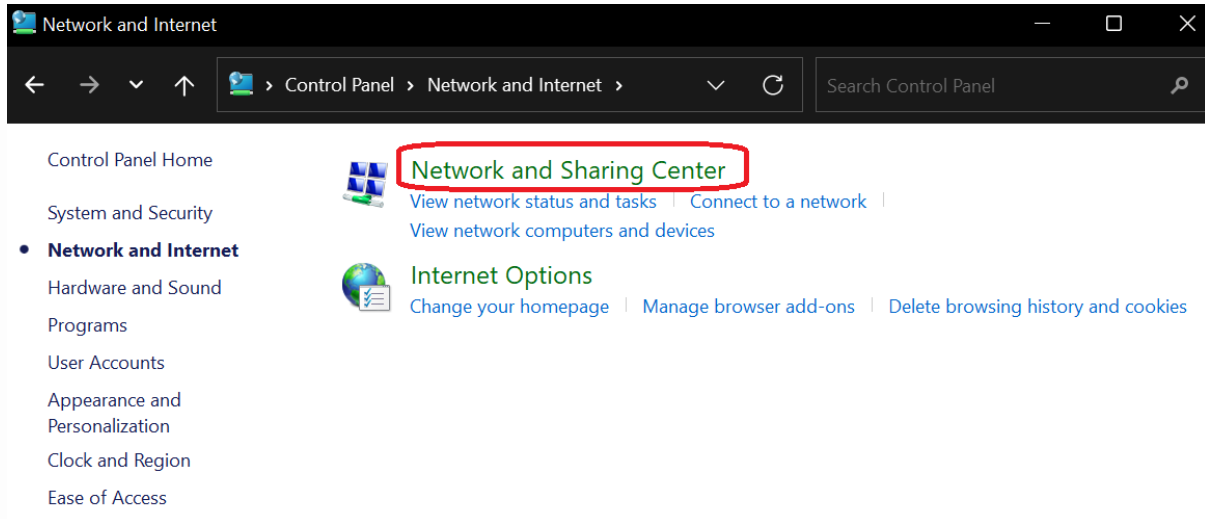
1. Click on the "Start" button and type "Control Panel" in the search bar.
2. Select "Control Panel" from the search results to open it.



Step 2: Access Network and Sharing Center

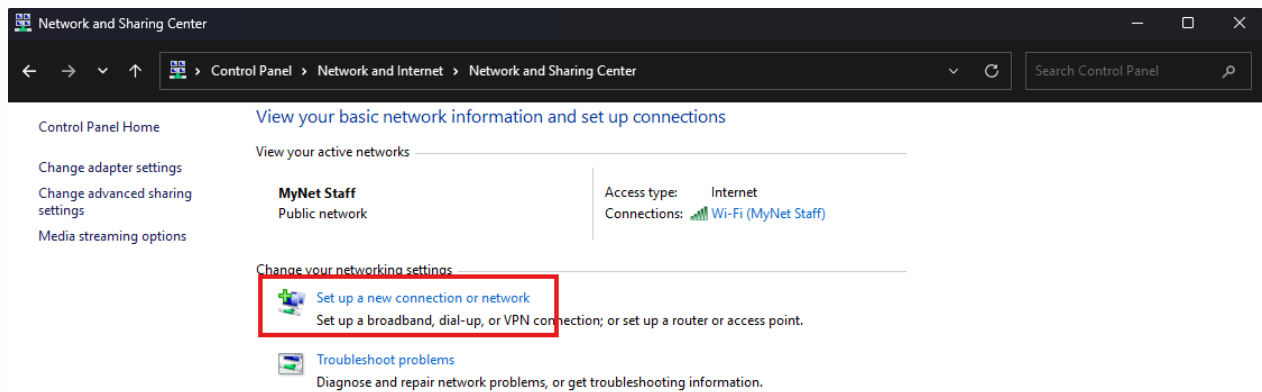
1. In Control Panel, locate and click on "Network and Internet" and toggle to the option "Network and Sharing Center."





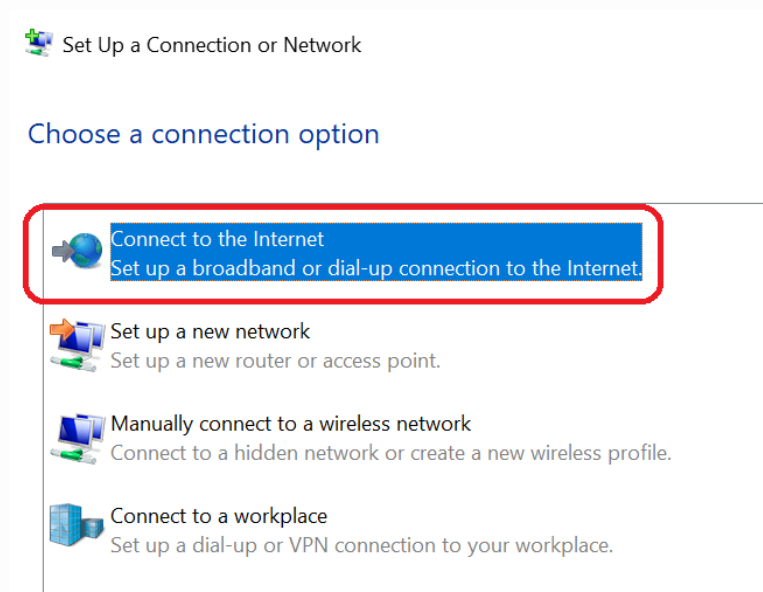
Step 3: Set Up a New Connection

1. In the left-hand pane of Network and Sharing Center, click on "Set up a new connection or network."



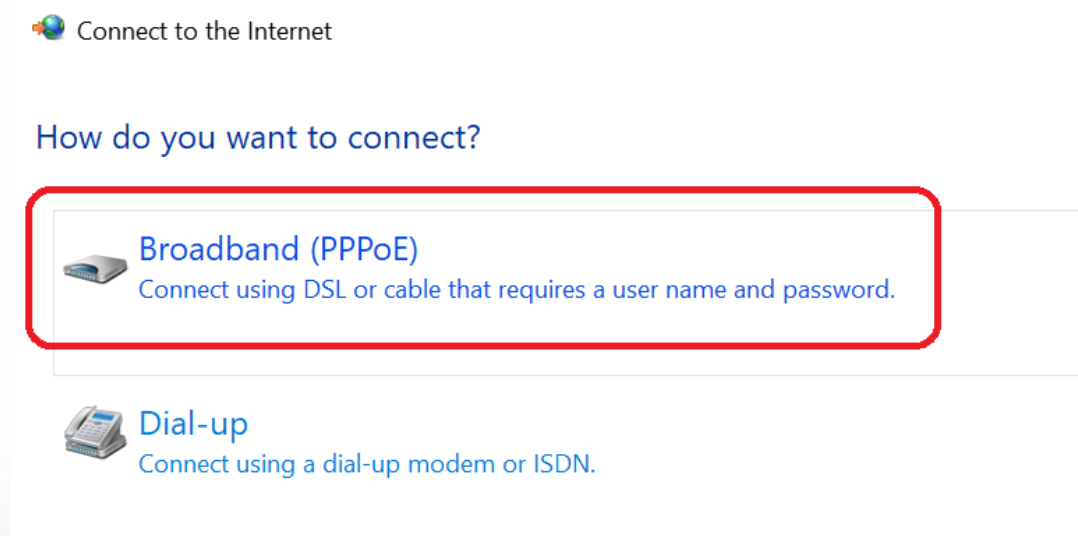
Step 4: Choose Connection Type

1. Select "Connect to the Internet" from the options and click "Next."



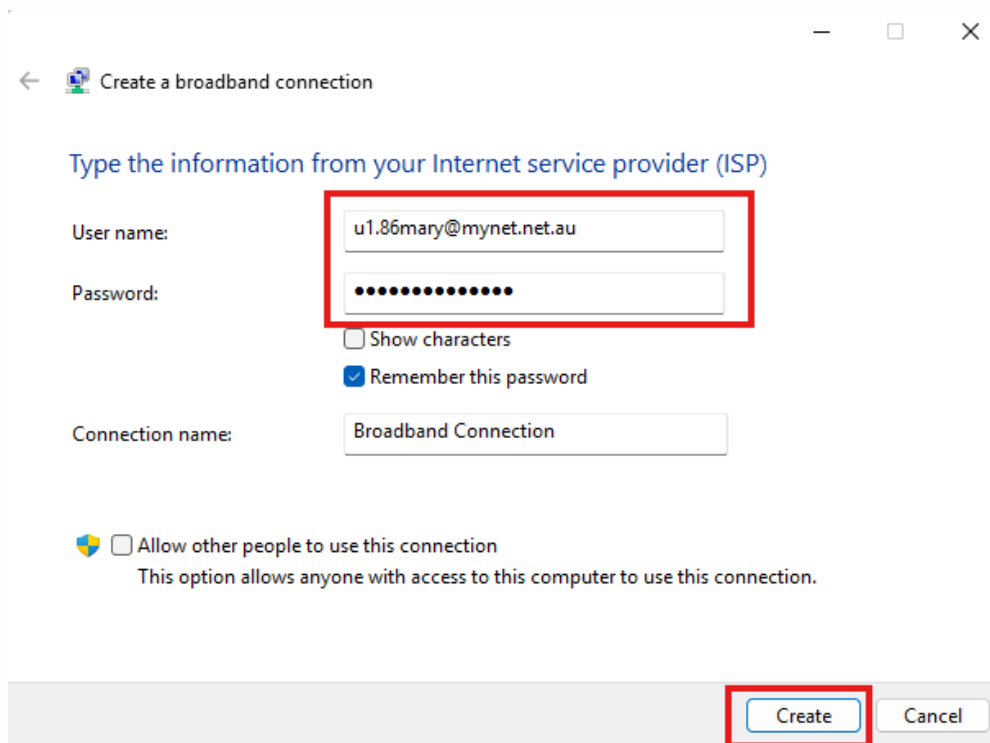
Step 5: Set Up a Broadband (PPPoE) Connection

1. Choose "Broadband (PPPoE)" and click "Next."



Step 6: Enter PPPoE Credentials

1. Enter the username and password provided by your Internet Service Provider (ISP).
2. You may have the option to save the password. Check it if desired.
3. Optionally, give the connection a name for easy identification.
4. Click "Connect."



← Create a broadband connection

Type the information from your Internet service provider (ISP)

User name:

Password:

Show characters

Remember this password

Connection name:

Allow other people to use this connection
This option allows anyone with access to this computer to use this connection.

Step 7: Verify Connection

1. Once connected, verify the connection by opening a web browser and visiting a website.

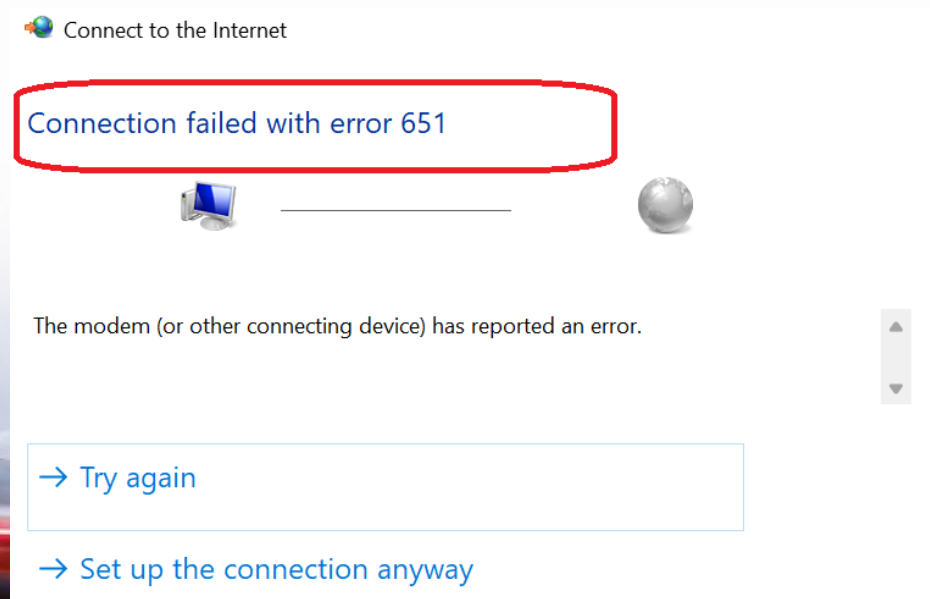
That's it! You've successfully set up a dial-up connection for PPPoE in Windows using the Control Panel.

Please note that steps might slightly vary depending on the Windows version you are using.

Troubleshooting:

- If you encounter issues, verify the PPPoE credentials, check for typos, and ensure your account is active with the ISP.
- If there is an Error Message that pops up during the setup, reach out to My Net support for assistance.
- For example, if the error is “Connection Failed with error 629”, its an error where the user has entered an incorrect Username/Password Combination.

If the error is “Connection failed with error 651”, Retry the PPPOE setup after a reboot of the NTD and the device. If still the same, you may test with an alternative device to eliminate device issues. If persists, please report this to the ISP, so that a fault can be lodged since the service is failing to authenticate.



How to run an Isolation Test

Use a laptop with a LAN Port, make sure that the laptop is fitted with the latest LAN Port specification (at least 2.5GbE) and has an updated Network Driver. Refer to your device's manual for more information about its specs.

Then perform your tests as stated below:

- Run a speed test on our speed test page [HERE](#) if you are experiencing speed issues
- Monitor your connection if you are experiencing network drop outs
- Check your browsing access if you are experiencing issues with browsing specific websites or applications.

Understanding Test Results

Download speed

Download speed, measured in megabits per second (Mbps), refers to how fast data is transferred from the internet to your device. A higher Mbps rate generally means a quicker connection, allowing smoother streaming, faster downloads, and more responsive browsing with minimal interruptions.

Upload speed

Upload speed measures how fast information is sent from your device to the internet, and is also expressed in megabits per second (Mbps). Higher upload speeds allow for faster file sharing, clearer and more stable video calls, and smoother use of cloud-based services such as backups and online storage.

Ping

A ping test is like measuring how quickly your car responds when you press the accelerator. It checks how fast your connection reacts after sending a request. A lower ping means the response is quicker, resulting in a smoother and more responsive online experience, particularly for video calls.

Jitter

Jitter is all about how stable your connection is. If jitter is high, that means your connection isn't super stable; if it's lower, your connection is smoother. Which is ideal for all your streaming, video calls and whatever else you use the interwebs for.

Submitting a fault

If your service isn't performing to its full potential or is experiencing issues outside of My Net's control, we will look at raising a fault on your behalf with the NBN Co.

To submit a fault with NBN we will require the following tests.

3 x Isolation test complete at separate times of the day (Morning, Afternoon and Evening)

1 x Photo of the NBN NTD showing the status of the lights

*Fixed Wireless services are provided by NBN as "Best Effort" meaning appointments may be cancelled at any point without warning or advice from NBN. This means you may experience delays in getting a fault with your Fixed Wireless connection resolved.