

Welcome to our self-diagnosis guide.

Your offline interactive assistant for
Telkom's fixed voice and Broadband services.



Telkom Self-Diagnosis
Fixed voice and Broadband

Telkom

This tool was built to help you resolve the most common faults encountered when engaging with our services, and focuses on those of you that use a PC/laptop or fixed telephone to access them.

The guide is extremely simple to use. You'll see that every page has clickable buttons and we have kept the text to a minimum. Here are some of the main clickable buttons to look out for:



Previous page



Restart



Click if still not working

Next appropriate section

This way, we hope to help you identify and fix the problem easily without speaking to an agent or waiting for a technician. Of course, if the procedures in the guide don't solve the problem, we are more than happy to help you via our normal service channels.

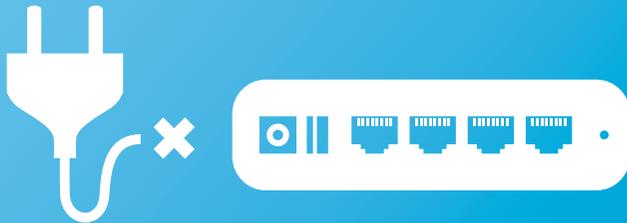
Please click on the service you're having trouble with:

Please click on the issue you're having with your Internet:

Try the following steps if you have no connection:

Restart your modem and computer. Wait for 3 minutes.

Restart modem



Unplug and replug the power cable



Restart computer

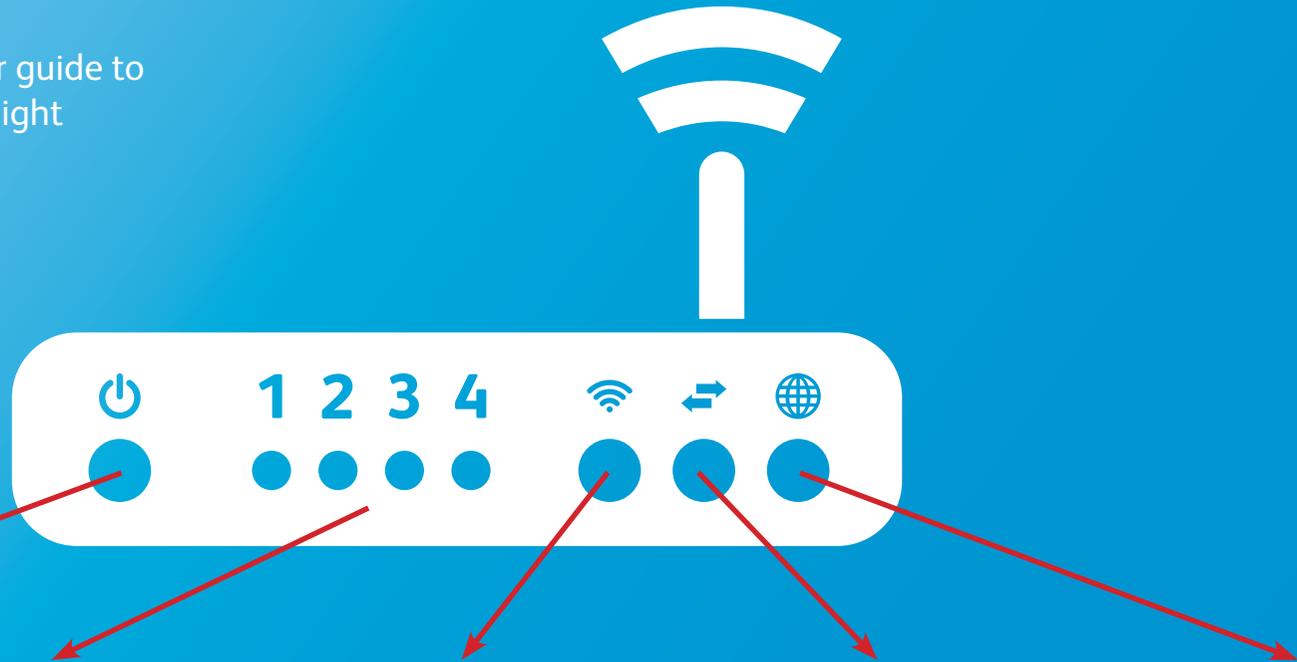


Check the indicator lights on the modem

Illustrative example

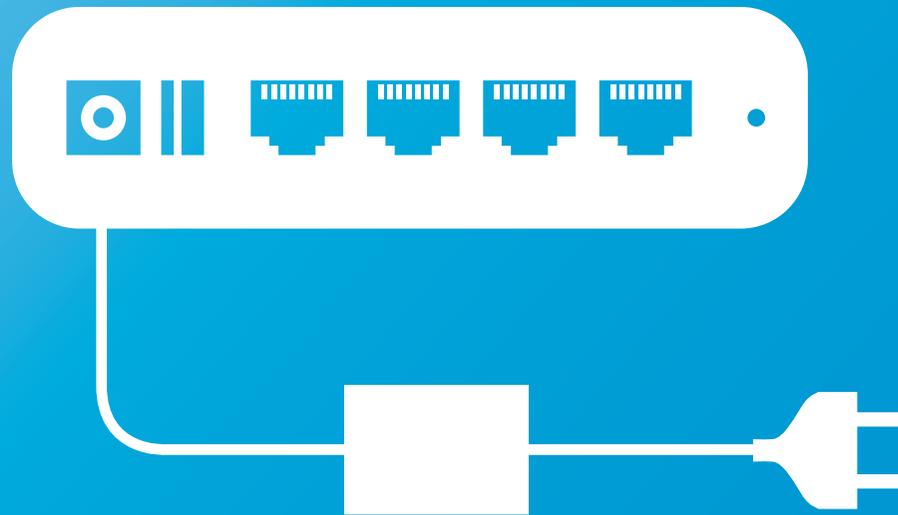
Please refer to your router user guide to confirm the meaning of each light

In the case of missing lights please follow all steps below



Try the following steps if you have a power issue:

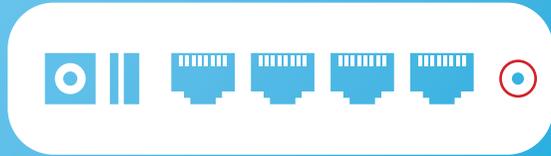
- 1 Make sure you have power flowing into the modem. Change the AC-DC adapter and check if it's properly connected to the modem.



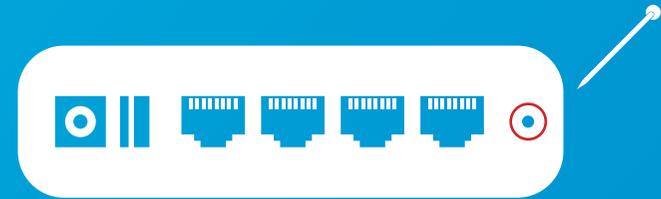
If the cable is connected and the power remains off, the power cable or adapter might be faulty. Use another adapter of the same voltage and charging factor, otherwise you could break the router. This should also only be a temporary solution until you get an original adapter.

Try the following steps if you have a power issue:

2 Hard reset your modem using one of the following methods.



Hold down the reset button for
10 seconds



Insert a pin into the reset hole for
10 seconds

Before attempting this, you must be sure you have your ISP username and password* and know which menu to access to reinsert your login details, as this will reset the modem to factory settings and only the default “guest” account will be able to access the Telkom website. **Do not do this if you are a business connected via a hub or switch.**

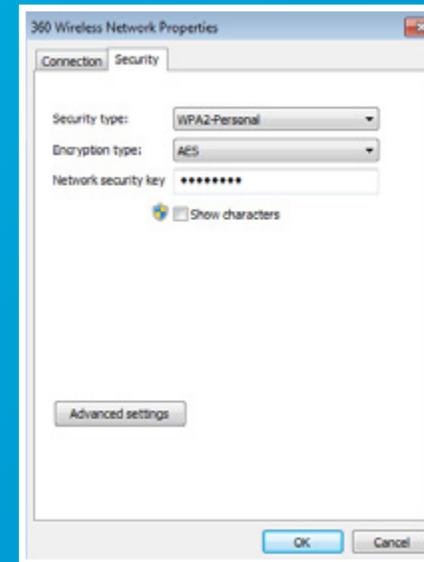
*ISP username and password is sent via SMS once the service is activated, alternatively you can contact the Call Centre.

Try the following steps if you have a Wi-Fi or WLAN issue:

1 Check your Wi-Fi connection settings.



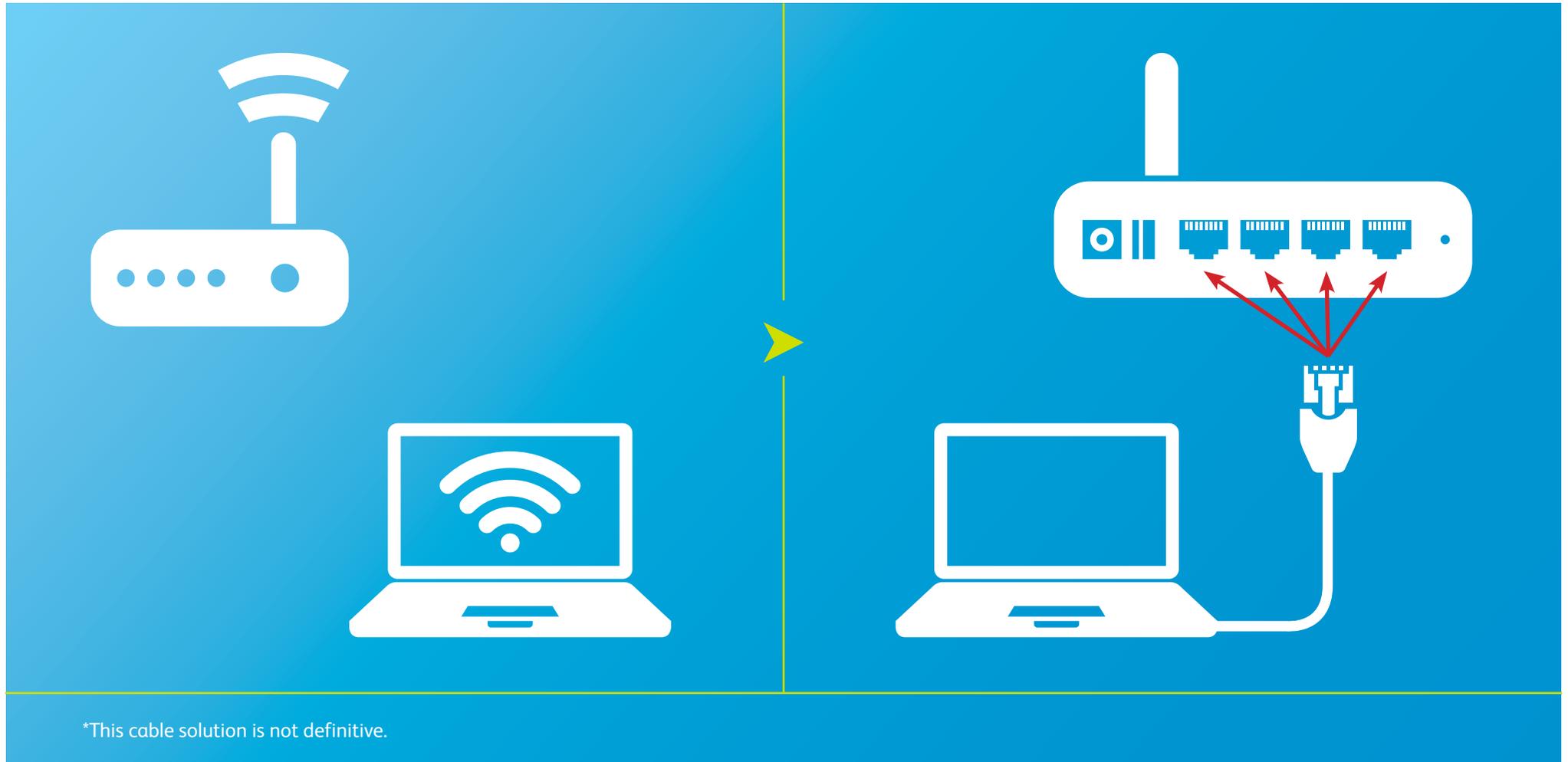
Make sure your wireless connection indicates “Connected”.



If not, your device might have lost the key. Right click the connection, select properties, and retype your Wi-Fi password.

Try the following steps if you have a Wi-Fi or WLAN issue:

2 If you were connecting via Wi-Fi, try to connect a LAN cable from the Wi-Fi router directly to your computer*.



*This cable solution is not definitive.

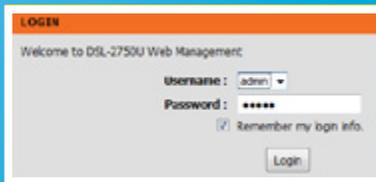
Try the following steps if you have a Wi-Fi or WLAN issue:

3 Ensure the wireless feature is enabled.

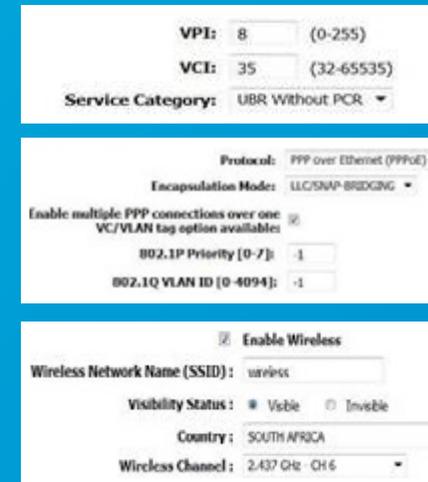


Open your browser. Browse to 10.0.0.2 and log into the router.

Please note that some routers might require a different access address, such as www.routerlogin.net. Refer to the user manual to confirm the correct address for the router.



If you did not change the login details when you initially setup the modem, try 'admin' for both username and password, or 'admin' for username, and 'password' for password. Refer to the user manual to confirm.

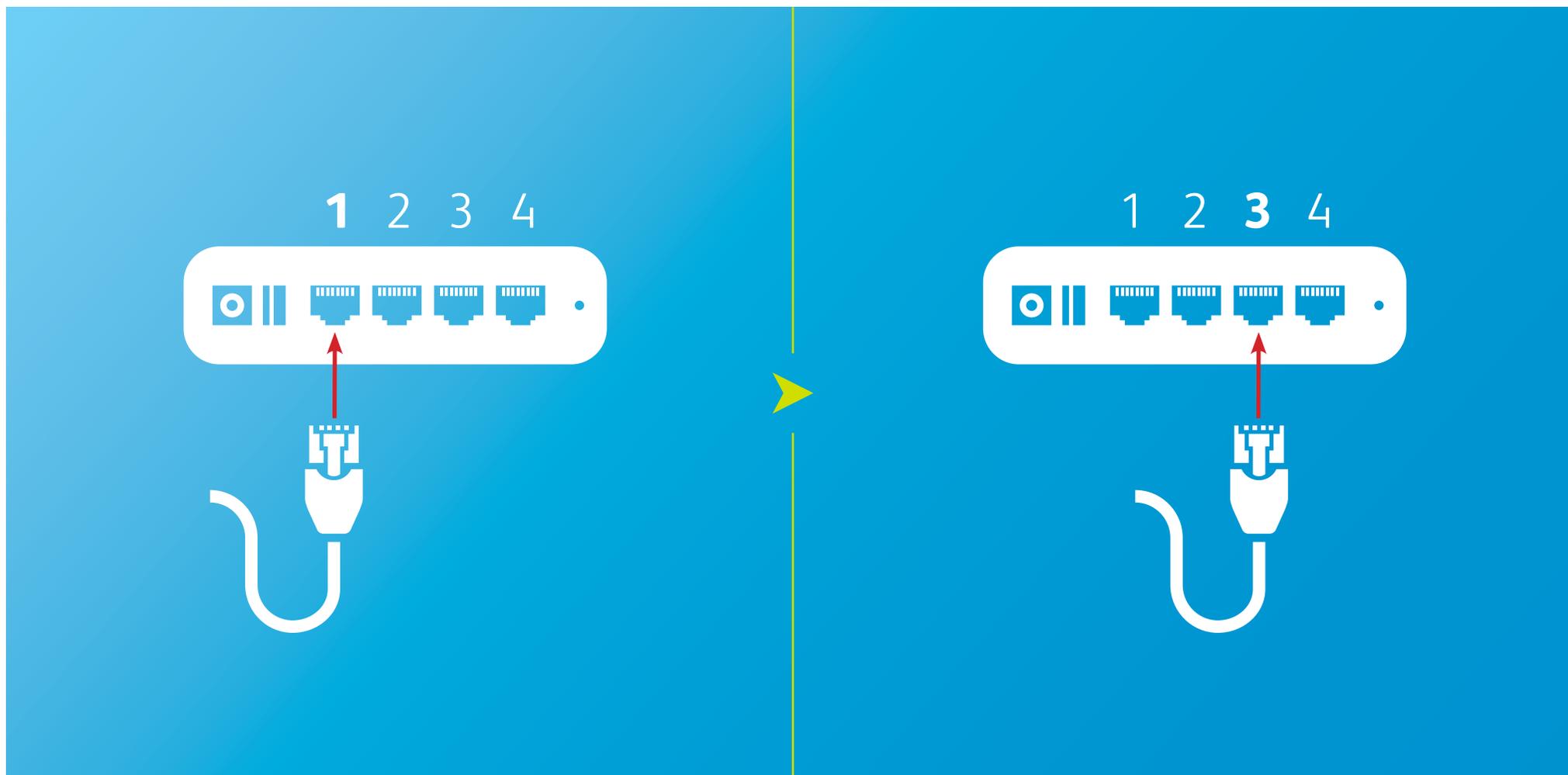


Input the following ATM and connection-type settings:

- VPI = 8
- VCI = 35
- Encapsulation = PPPoE
- Multiplexing Method = LLC Based
- Wireless = Enabled

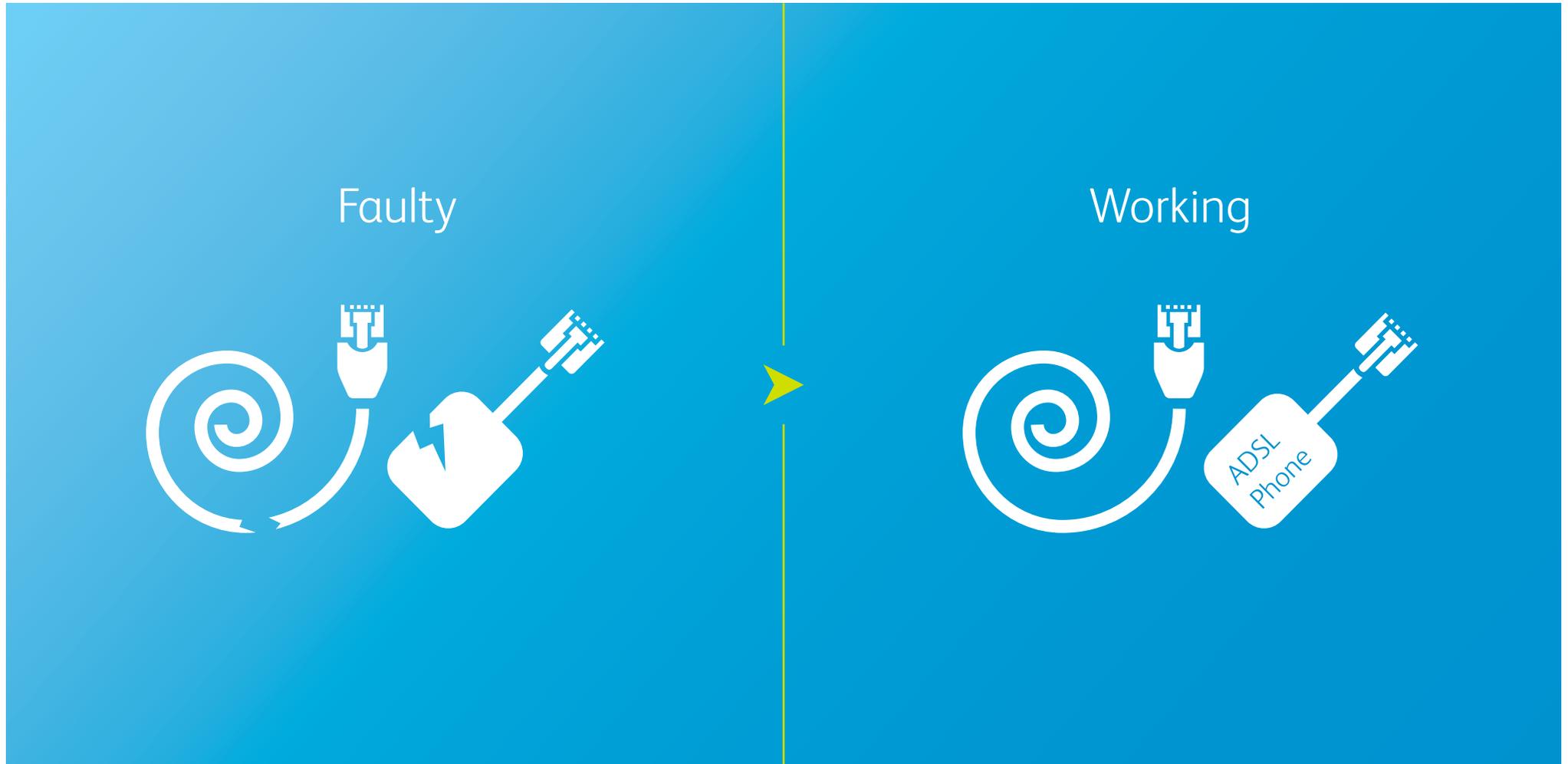
Try the following steps if you have a LAN or ethernet issue:

- 1 Change the port the cable connects to on the modem – ADSL modems usually have 4 ports to choose from.



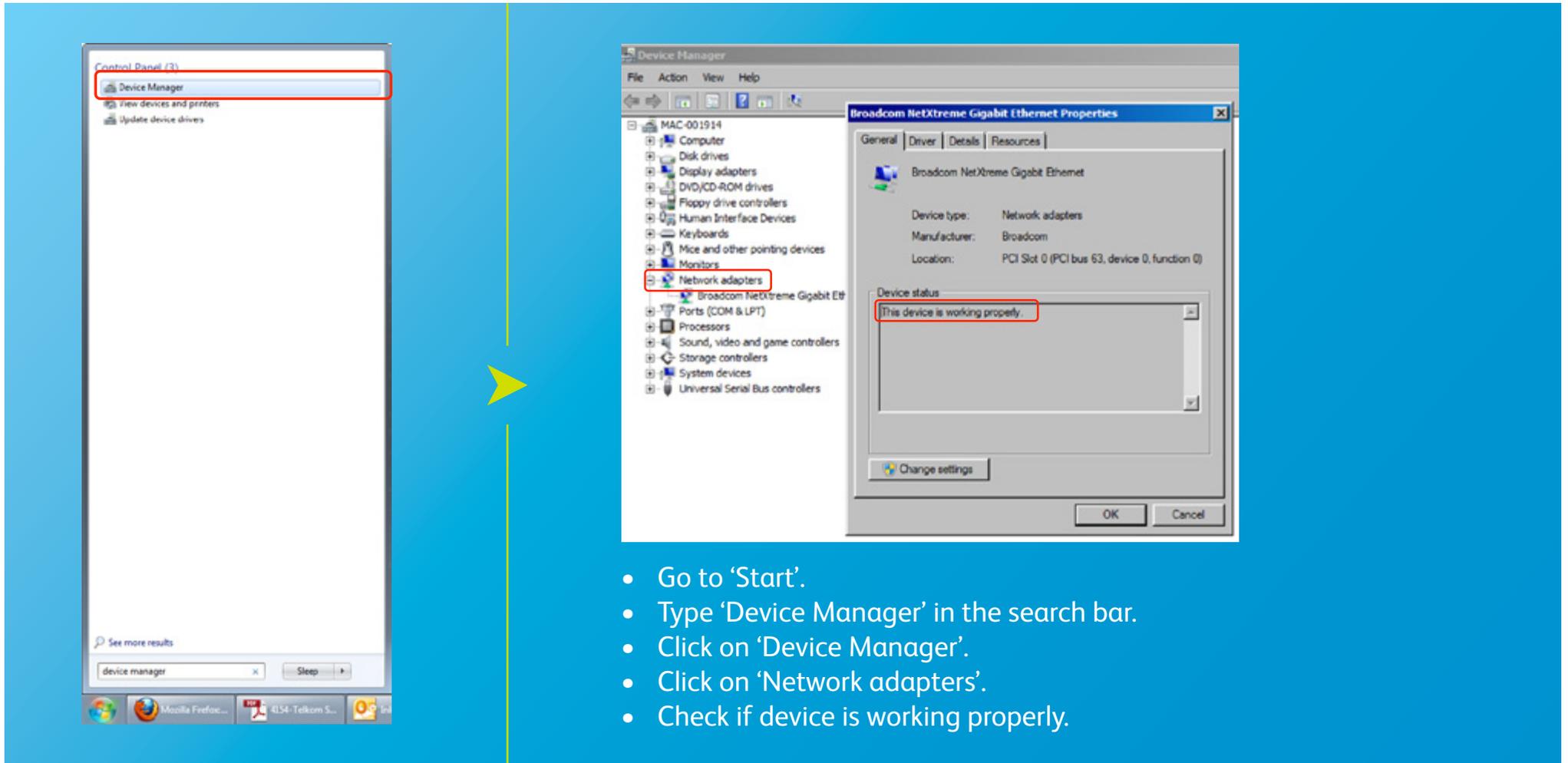
Try the following steps if you have a LAN or ethernet issue:

2 Try changing your cables and filters for known working ones.



Try the following steps if you have a LAN or ethernet issue:

3 Check if your LAN adapter is working properly.

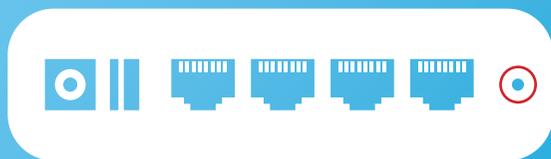


The image shows two screenshots from a Windows operating system. The left screenshot shows the Control Panel search results for 'Device Manager', with the 'Device Manager' link highlighted. The right screenshot shows the Device Manager window with 'Network adapters' expanded, and the 'Broadcom NetXtreme Gigabit Ethernet Properties' dialog box open. The 'Device status' section in the dialog box indicates 'This device is working properly.' A yellow arrow points from the search results to the Device Manager window.

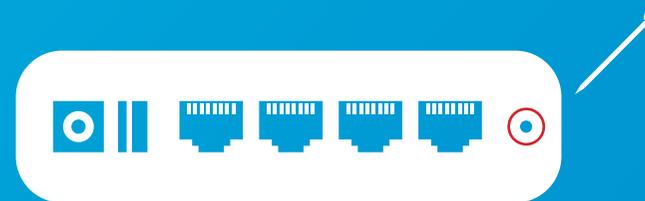
- Go to 'Start'.
- Type 'Device Manager' in the search bar.
- Click on 'Device Manager'.
- Click on 'Network adapters'.
- Check if device is working properly.

Try the following steps if you have a LAN or ethernet issue:

4 Hard reset your modem using one of the following methods.



Hold down the reset button for
10 seconds



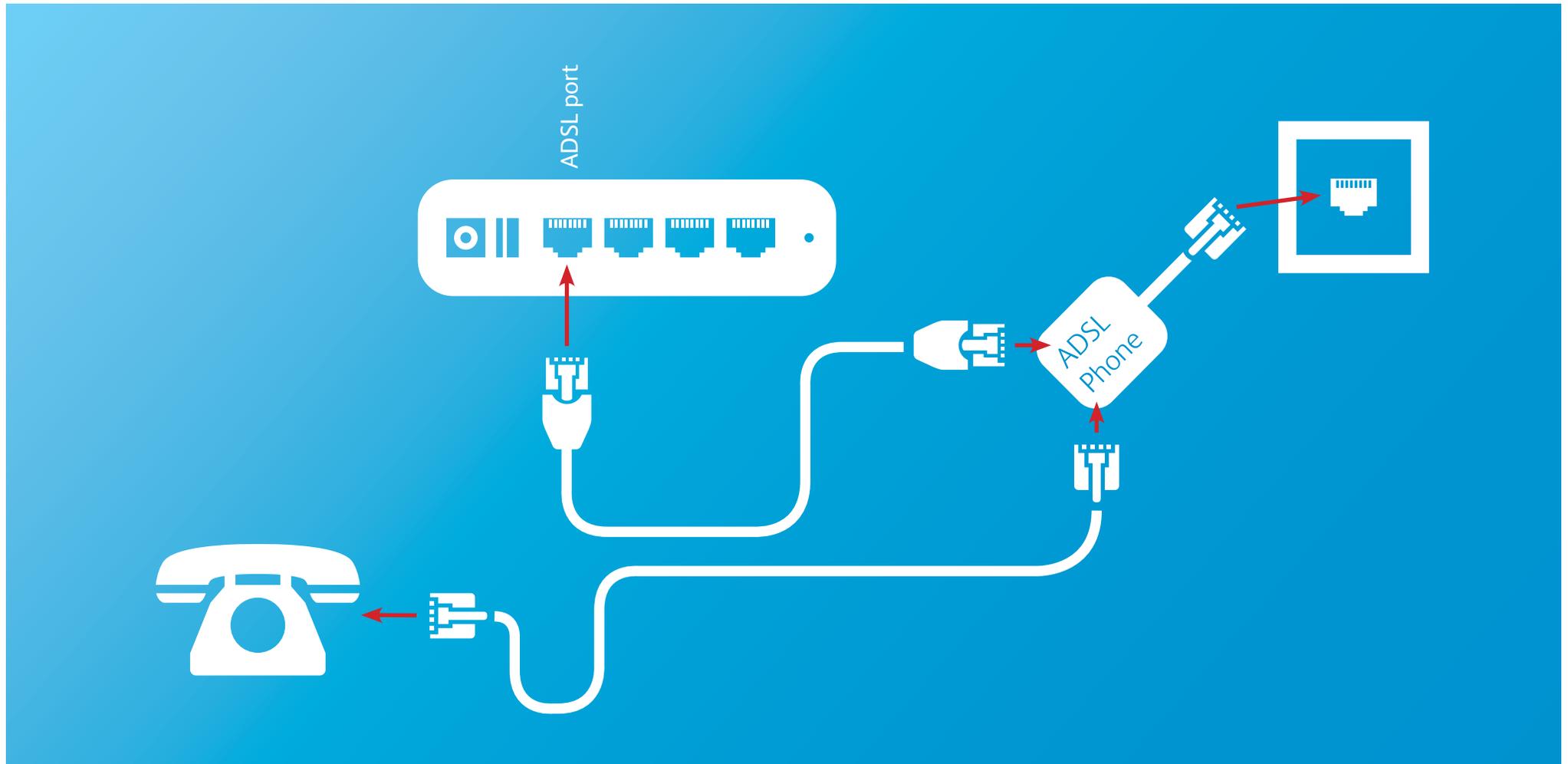
Insert a pin into the reset hole for
10 seconds

Before attempting this, you must be sure you have your ISP username and password* and know which menu to access to reinsert your login details, as this will reset the modem to factory settings and only the default “guest” account will be able to access the Telkom website. **Do not do this if you are a business connected via a hub or switch.**

*ISP username and password is sent via SMS once the service is activated, alternatively you can contact the Call Centre.

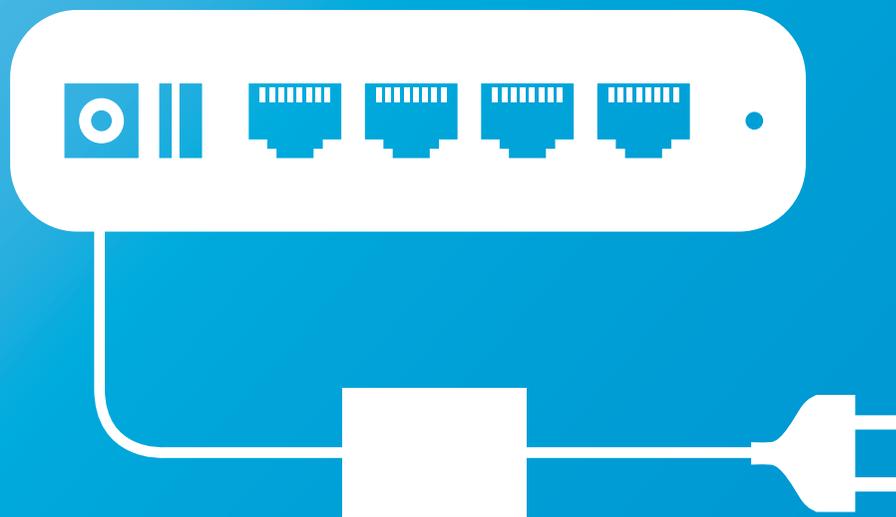
Try the following steps if you have an ADSL issue:

- 1 Check the cables that connect the modem and the phone to the filter, and the one between the filter and the wall socket. Make sure they are clipped in the correct position and seated properly.



Try the following steps if you have an ADSL issue:

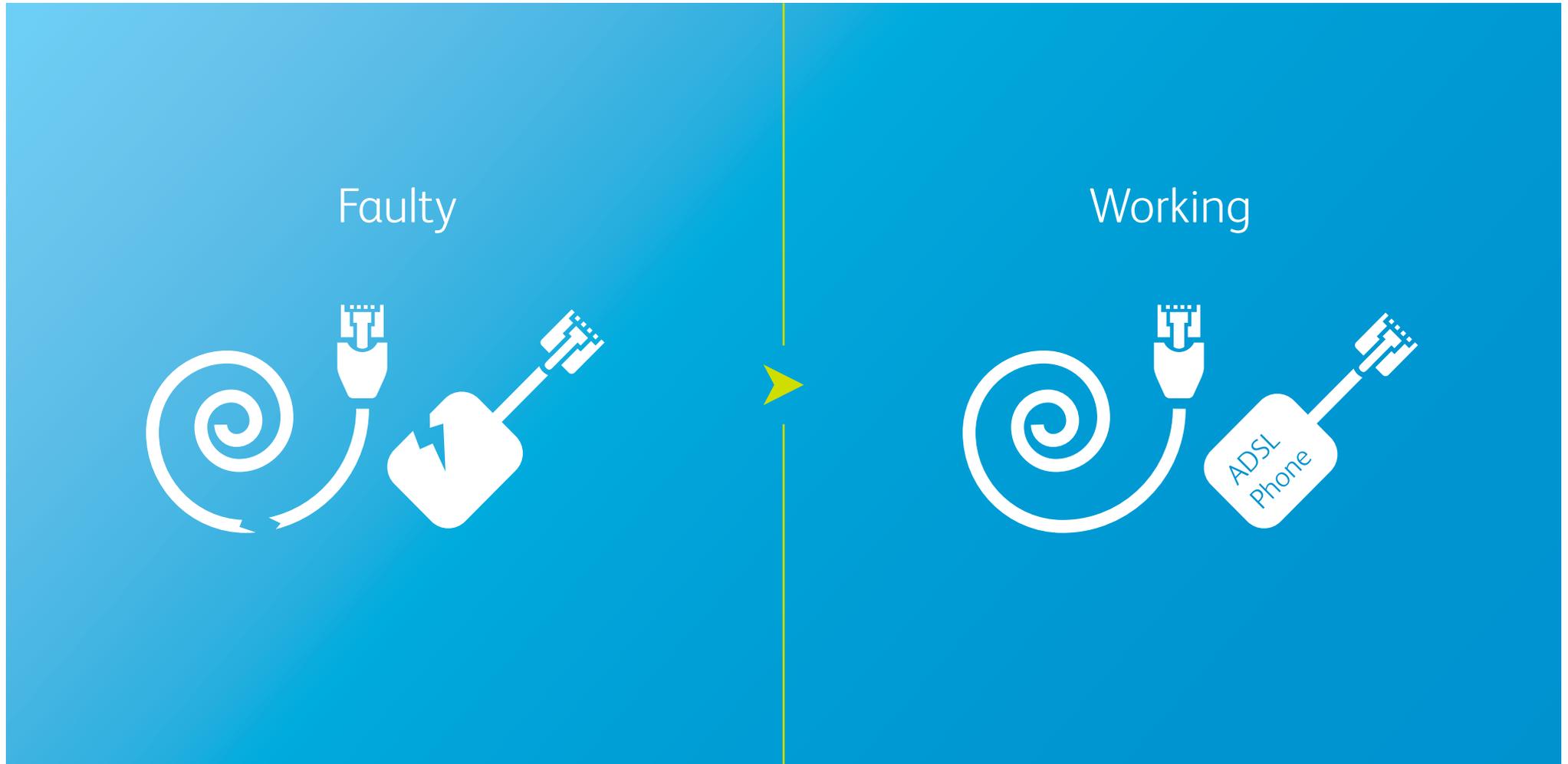
2 Make sure you have power flowing into the modem. Change the AC-DC adapter and check if it's properly connected to the modem.



If the cable is connected and the power remains off, the power cable or adapter might be faulty. Use another adapter of the same voltage and charging factor, otherwise you could break the router. This should also only be a temporary solution until you get an original adapter.

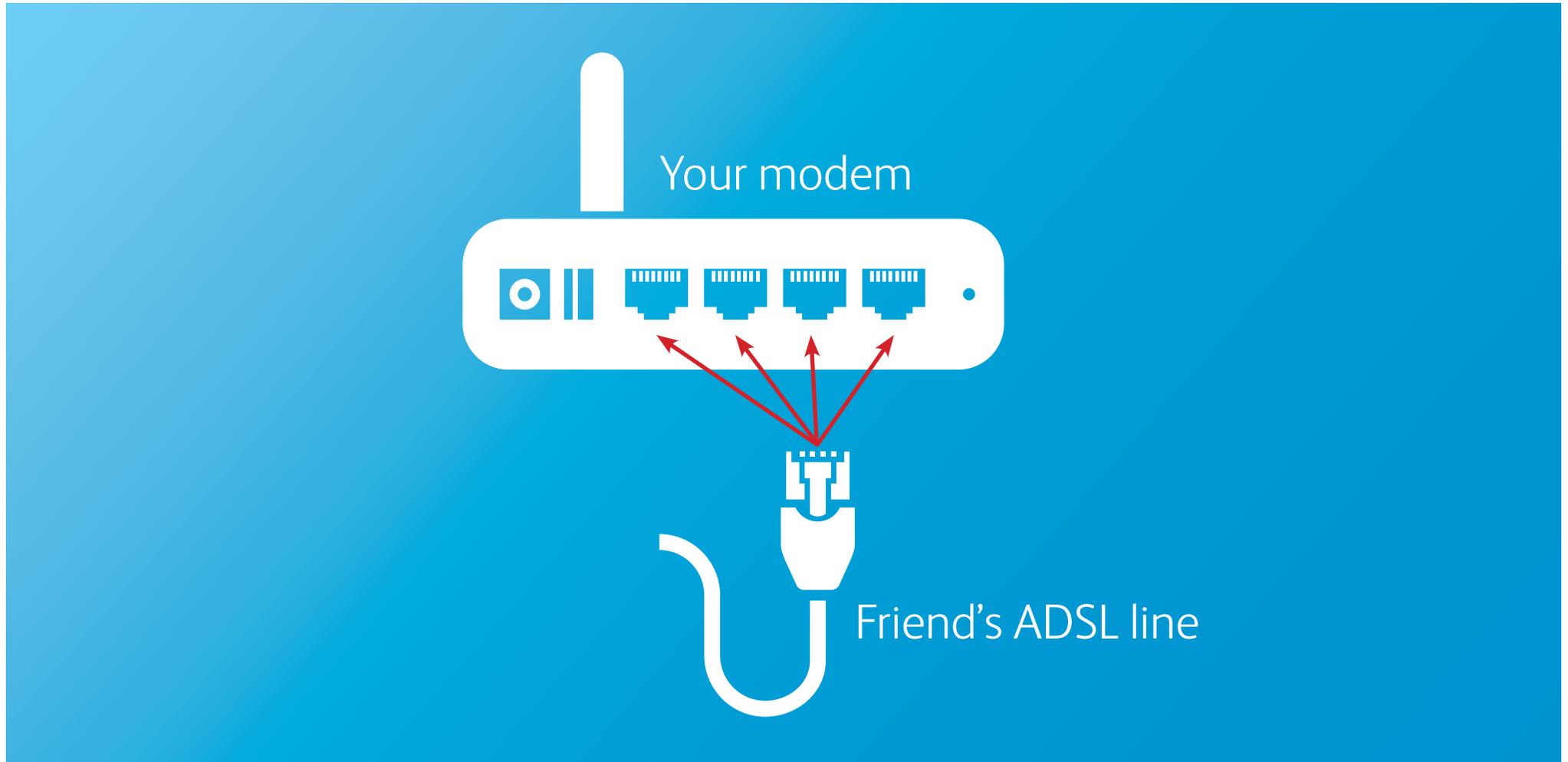
Try the following steps if you have an ADSL issue:

3 Try changing your cables and filters for known working ones.



Try the following steps if you have an ADSL issue:

- 4 If possible, try connecting your modem to a friend's ADSL line and see if it works, or try connecting another ADSL modem to your line.



Try the following steps if you have an Internet or PPP issue:

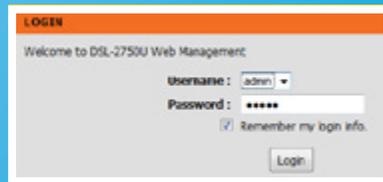
1

Check your ISP username and re-enter your password.

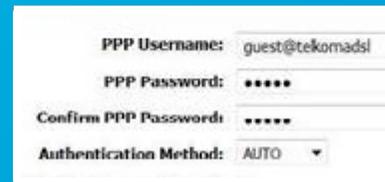


Open your browser. Browse to 10.0.0.2 and log into the router.

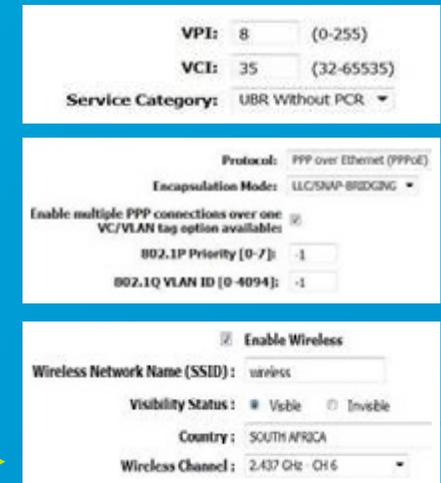
Please note that some routers might require a different access address, such as www.routerlogin.net. Refer to the user manual to confirm the correct address for the router.



If you did not change the login details when you initially setup the modem, try 'admin' for both username and password, or 'admin' for username, and 'password' for password. Refer to the user manual to confirm.



Retype your ISP username and password.



Input the following ATM and connection-type settings:

- VPI = 8
- VCI = 35
- Encapsulation = PPPoE
- Multiplexing Method = LLC Based
- Wireless = Enabled

Try the following steps if you have an Internet or PPP issue:

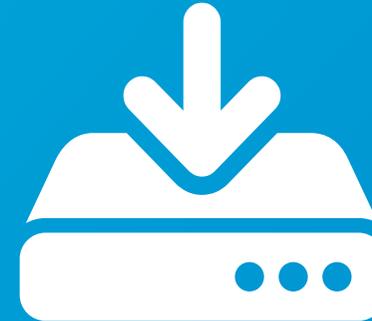
2 Check that your computer does not have a virus.

If you have an antivirus software installed



Run your antivirus software

If you do not have an antivirus software installed



Download a free antivirus software from an alternative connection and transfer it to your computer

When installing a new antivirus software, you should be sure to uninstall any current antivirus software so it does not conflict with the new software.

Try these last steps if nothing has worked:

Perform an isolation test by removing/turning off all devices (except the ADSL modem/router) that could be affecting the ADSL line, such as:



Answering machines



House alarms



Cordless phones



ADSL modems



Electric fences*



Fluorescent lamps

*Faulty electric fences can cause impulse noise on the ADSL line which may prevent the ADSL line from syncing. Check for any arcing (electrical breakdown) from the fence due to faulty/cracked isolators, plants or any foreign objects touching the fence.

Try these last steps if nothing has worked:

Listen for a dial tone when you pick up the landline phone.

Try the following steps if you have a slow connection:

- 1 Check with your ISP if you have reached your Internet cap, and top up if that is the case. If your ISP is Telkom, follow these steps:

Browse to <https://secure.telkomsa.net/titracker/>

Type your Telkom Internet username and password and select 'Submit'.

Your Internet usage is displayed.

If the bar is red and your current In-bundle Data Used is 100%, you have reached your Internet cap. Select 'TopUp' from the My Tools menu.

- Select 'Telkom Internet DSL'
- Select 'Submit'

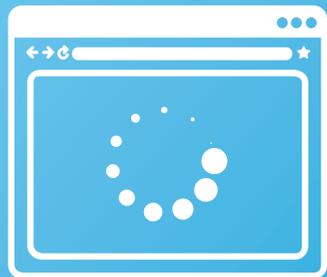
- Select the quantity (in GBs) you want to purchase.
- Type in the credit card payment information.
- Ensure "I have read and understand the Terms..." is selected, and select 'Submit'.

Try the following steps if you have a slow connection:

- 2 Check if the slow connection happens on a single website, or on multiple websites and click on the appropriate option.

Try the following steps if you have a slow connection:

3 This does not indicate a problem with your ISP or network provider, but rather with the website itself, so you should not consider this as a fault. However, some points can be useful to check:



Try logging onto the site again after a few hours



Try a different browser



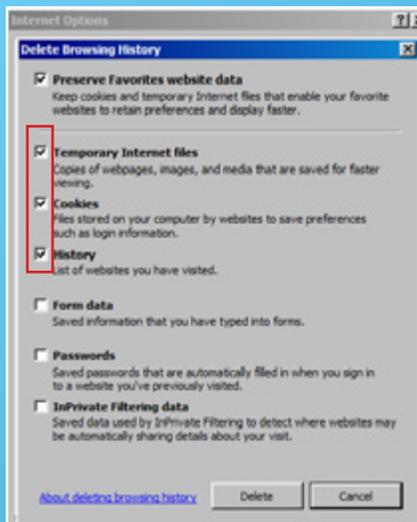
Try logging onto the site from a different computer



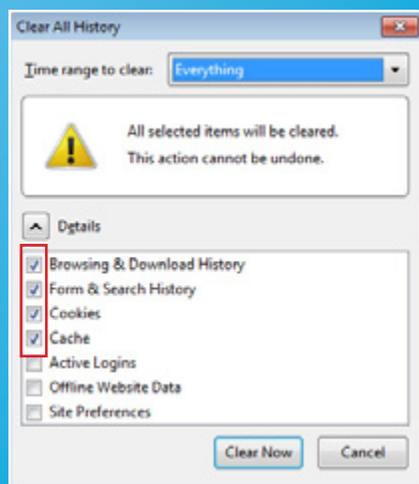
Perform a speed test from www.saix.net while connected with the guest account.
Username:
guest@telkomads!
Password: guest

Try the following steps if you have a slow connection:

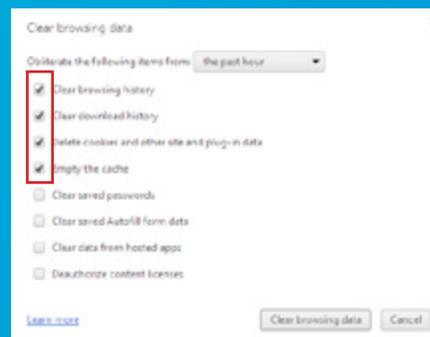
4 Try deleting your temporary Internet files.



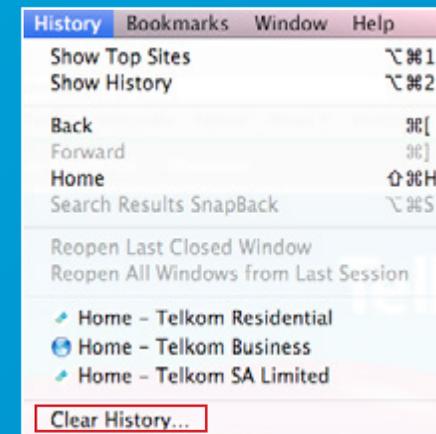
 Tools→Internet Options→Delete



 Press 'Ctrl' + 'Shift' + 'Del' →Select "Everything" → Clear Now



 Settings→Show advanced settings →Privacy→Clear browsing data

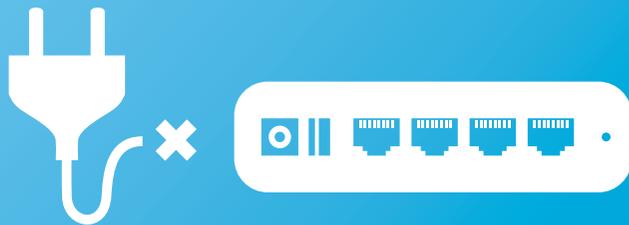


 History→ Clear History

Try the following steps if you have a slow connection:

- 5 Restart your modem and wait for 3 minutes. If possible try connecting through another modem.

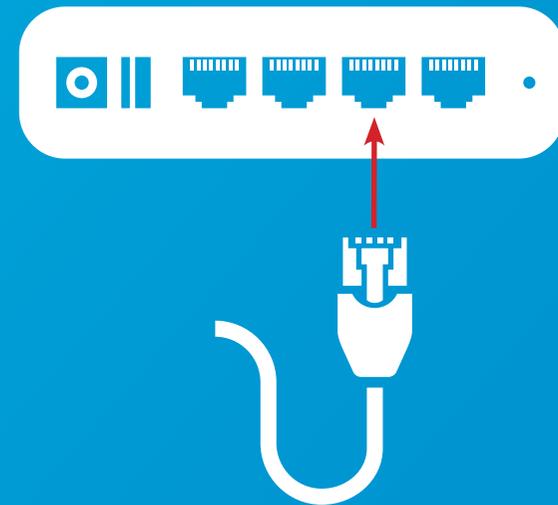
Restart modem



Unplug and replug the power cable

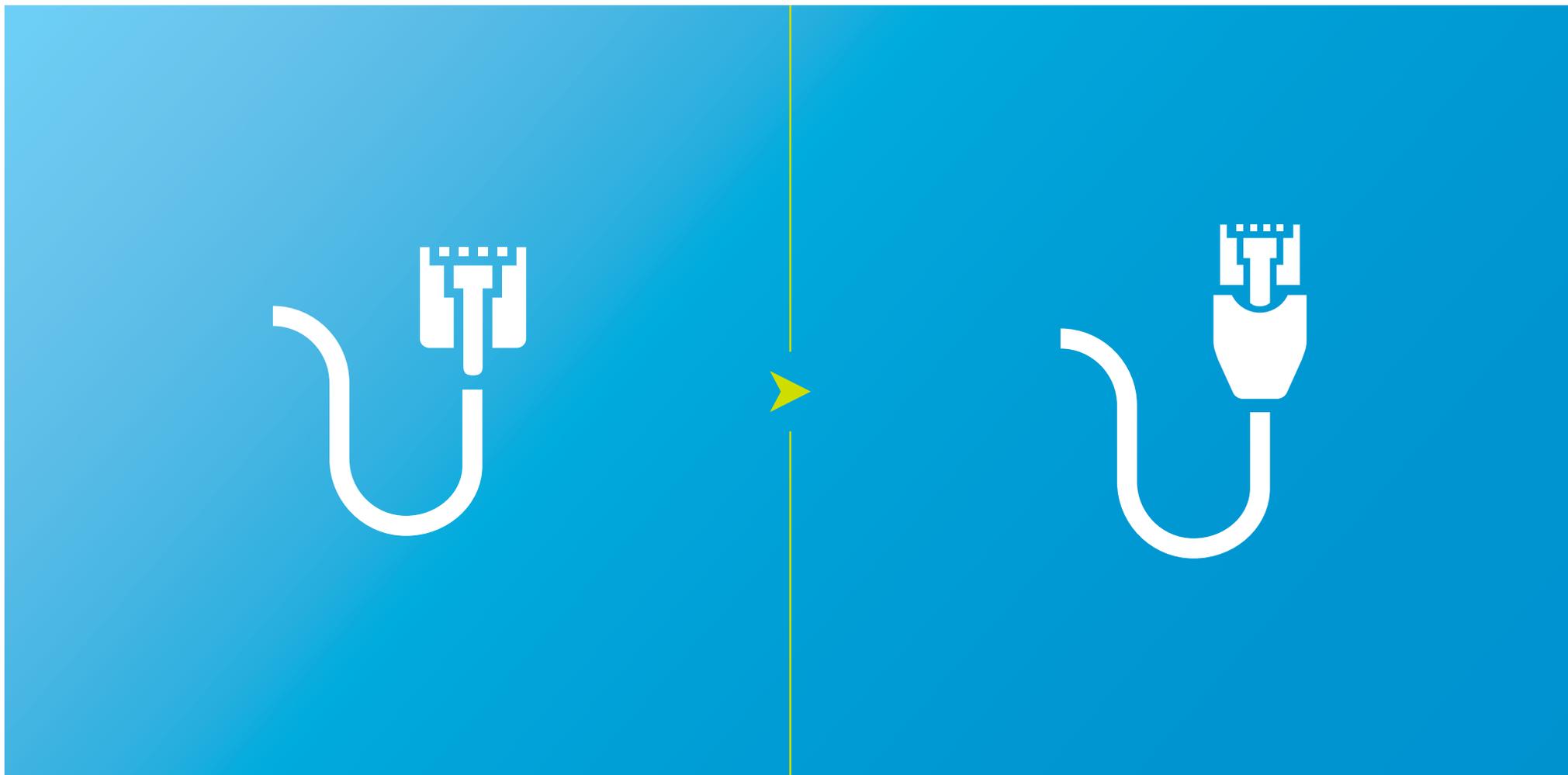
Make sure the router is in a well-ventilated space.

Swap modem



Try the following steps if you have a slow connection:

- 6 If your modem is connected through a telephone extension cable (not usually designed to carry data), try removing that cable and replacing it with the provided cable.



Try the following steps if you have a slow connection:

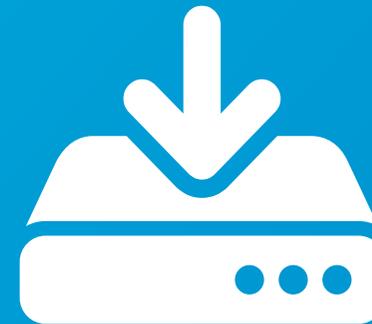
7 Check that your computer does not have a virus.

If you have an antivirus software installed



Run your antivirus software

If you do not have an antivirus software installed



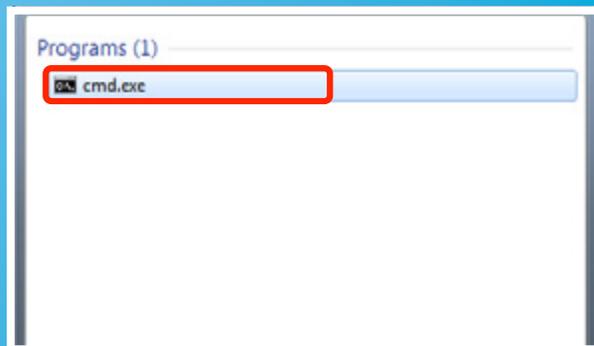
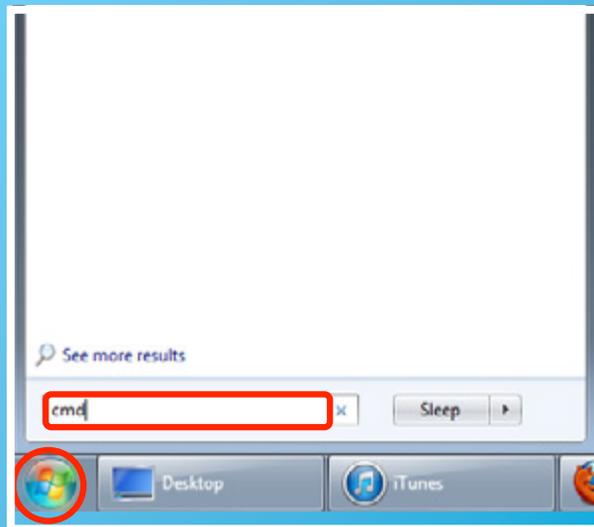
Download a free antivirus software from an alternative connection and transfer it to your computer

When installing a new antivirus software, you should be sure to uninstall any current antivirus software so it does not conflict with the new software.

Try the following steps if you have a slow connection:

8

Perform a latency test.



```
C:\windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\leonardo.mamar> ping ping.telkomsa.net

Pinging igubu.saix.net [196.25.1.1] with 32 bytes of data:
Reply from 196.25.1.1: bytes=32 time=66ms TTL=243
Reply from 196.25.1.1: bytes=32 time=66ms TTL=243
Reply from 196.25.1.1: bytes=32 time=68ms TTL=243
Reply from 196.25.1.1: bytes=32 time=69ms TTL=243

Ping statistics for 196.25.1.1:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 66ms, Maximum = 69ms, Average = 67ms

C:\Users\leonardo.mamar>
```

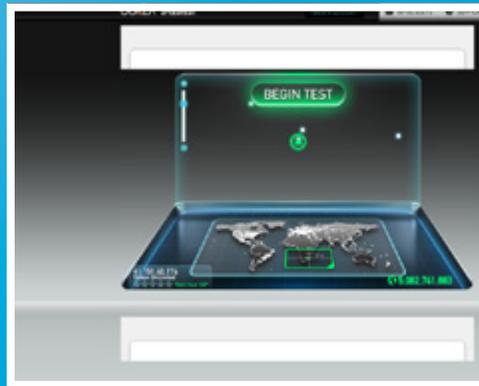
- Go to 'Start'.
- Type 'cmd' in the search bar.
- Click on 'cmd.exe'.
- Type 'ping ping.telkomsa.net'.
- The average response time should not be above 200ms.

Try the following steps if you have a slow connection:

9 Perform a speed test.



Open your browser



Browse to [speedtest.net](https://www.speedtest.net) and click 'Begin Test'



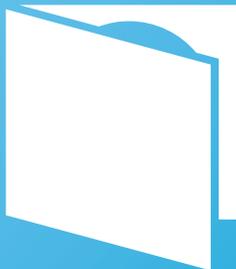
Check the results and compare them to your profile

Bear in mind that the number of connections on the same line will affect the final speed.

Try the following steps if you have a slow connection:

- 10 Check that your PC network settings are still the same. Uninstall any new software or firewall. If you are unsure of what has been installed, restore your computer to a previous stage when the Internet was working.

Uninstall any new software or firewall



Software

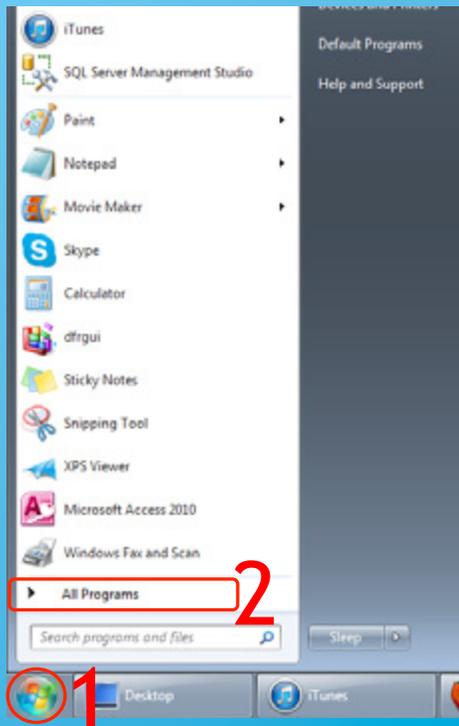


Firewall

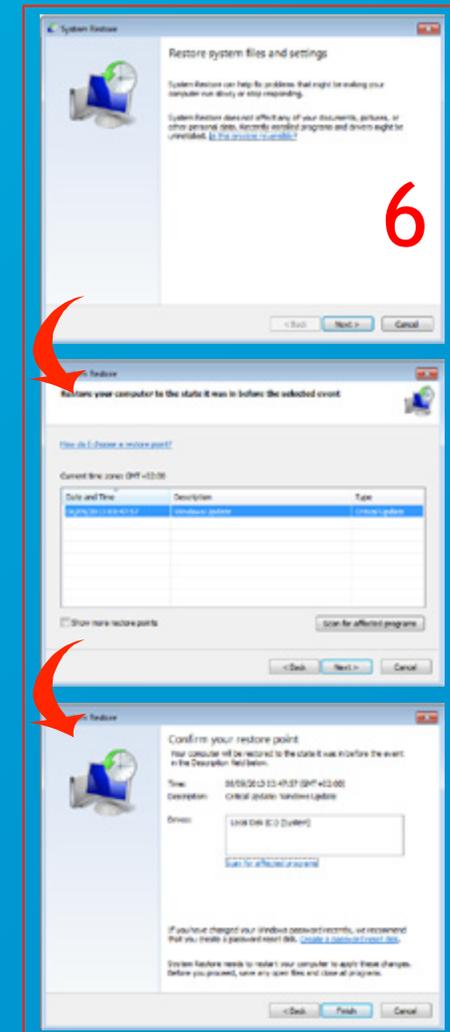
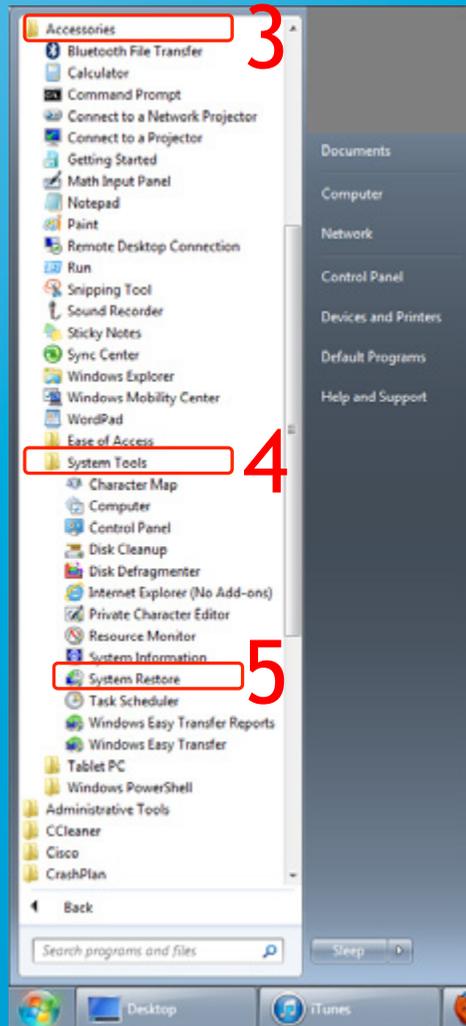
Restore your computer to a previous stage

Please note that you may lose any data that was created after the selected restoration point date.

Restoring your computer to a previous stage

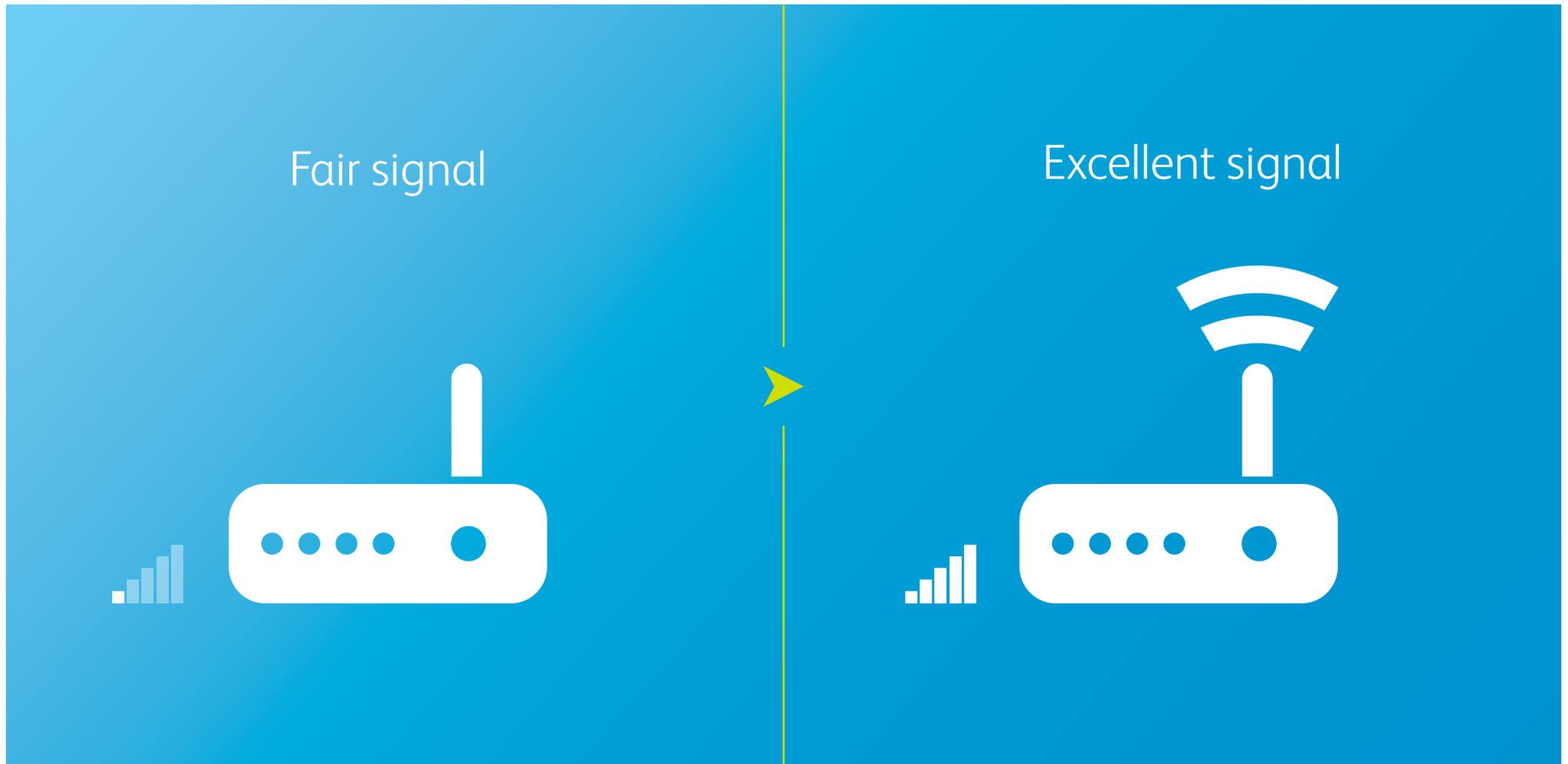


1. Click on 'Start'.
2. Select 'All Programs'.



Try the following steps if you have an unstable connection:

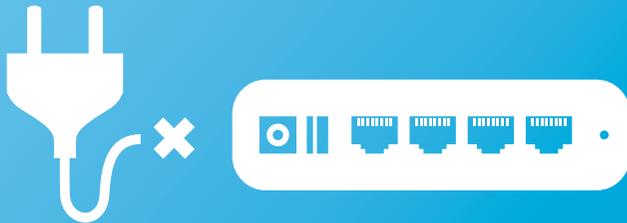
- 1 If you are using a Wi-Fi connection, check if your signal is 'Very Good' or 'Excellent'. Move your computer closer to the modem until you have 'Excellent' or maximum signal strength.



Try the following steps if you have an unstable connection:

2 Restart your modem and computer. Wait for 3 minutes.

Restart modem



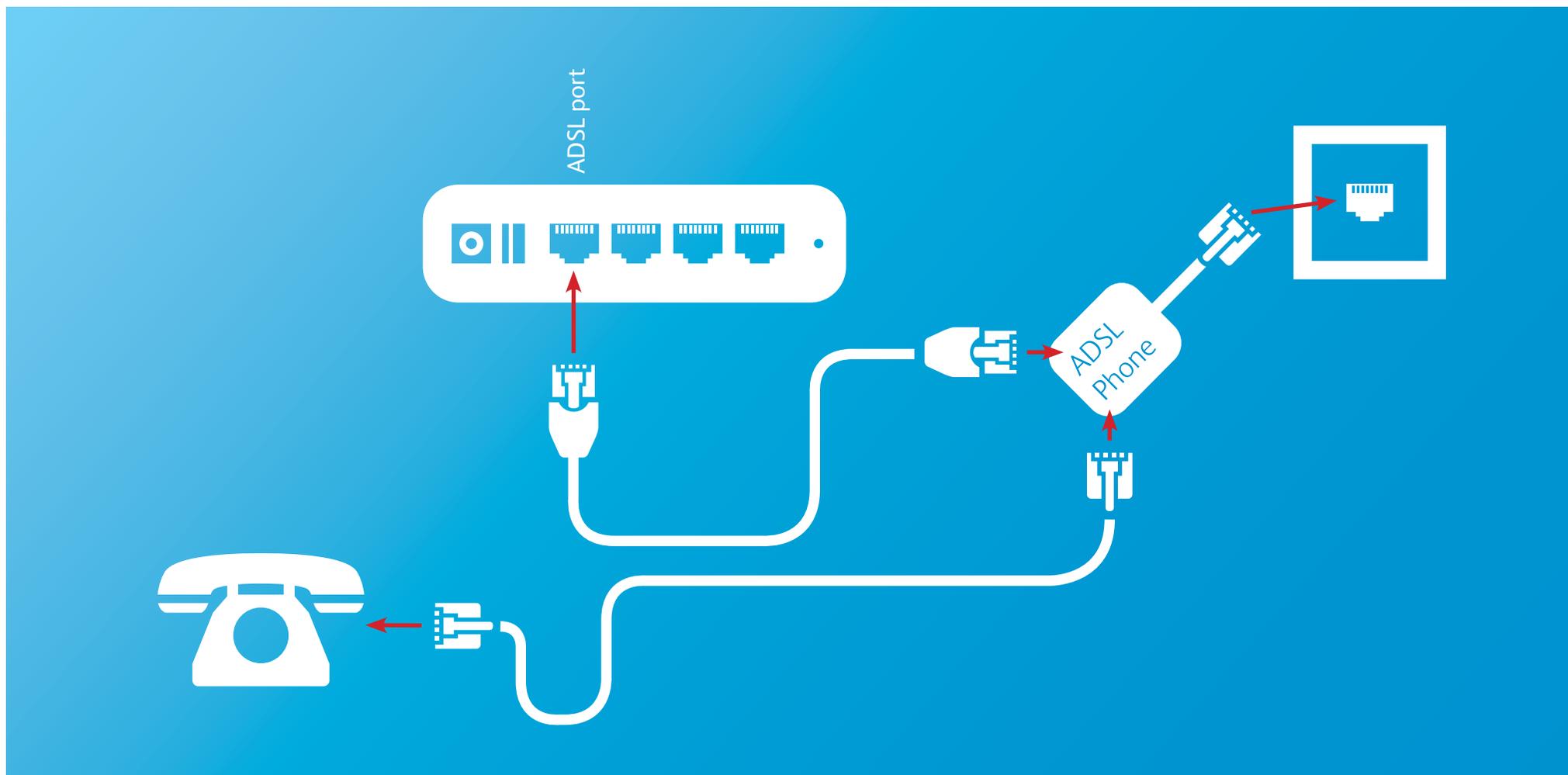
Unplug and replug the power cable

Restart computer



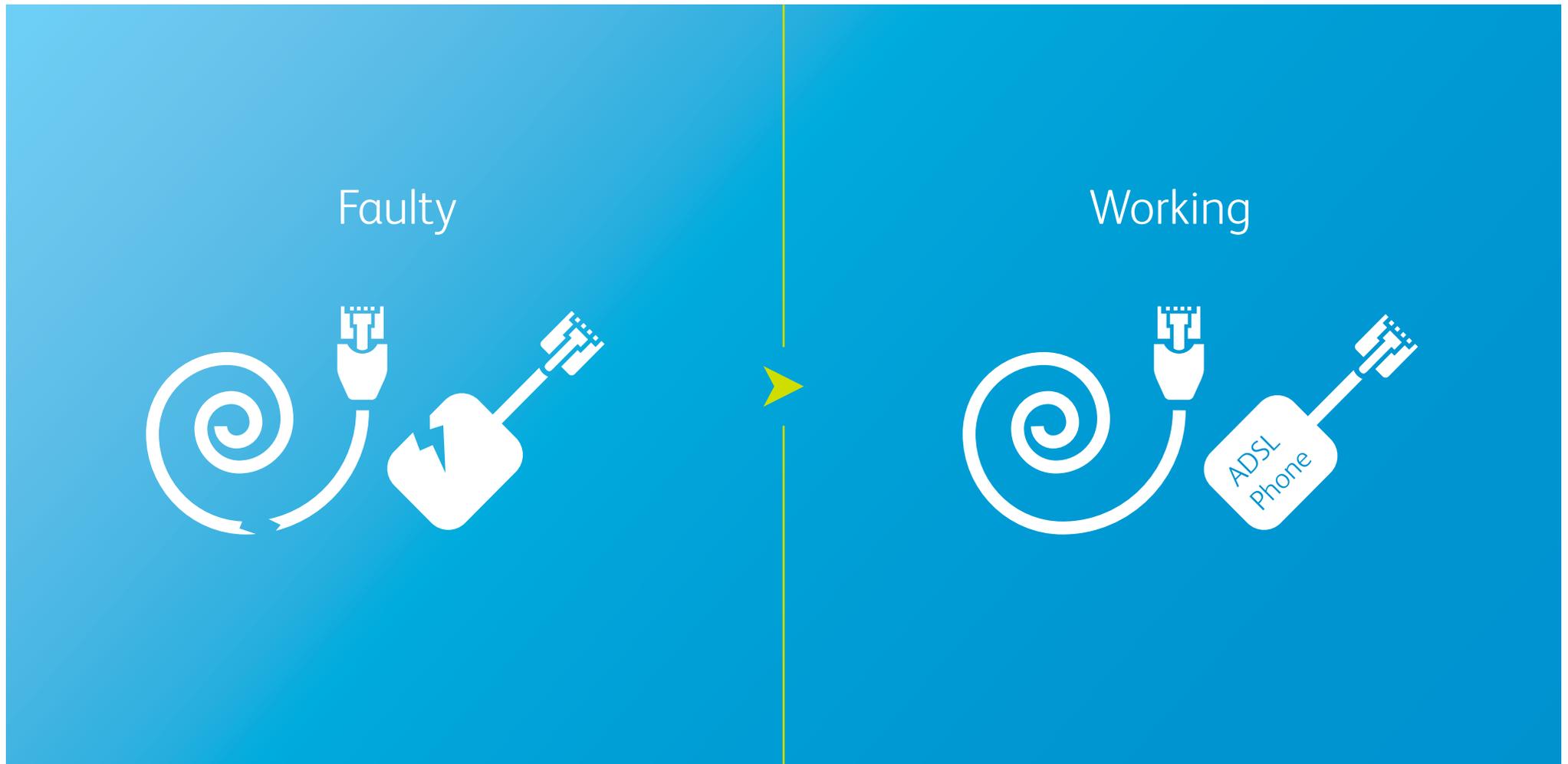
Try the following steps if you have an unstable connection:

- 3 Check the cables that connect the modem and the phone to the filter, and the one between the filter and the wall socket. Make sure they are clipped in the correct position and seated properly.



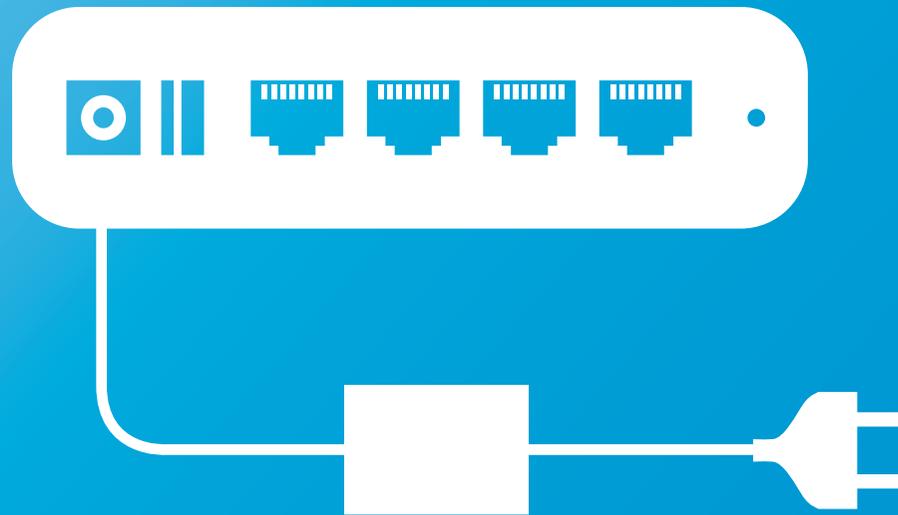
Try the following steps if you have an unstable connection:

4 Try changing your cables and filters for known working ones.



Try the following steps if you have an unstable connection:

- 5 Make sure you have power flowing into the modem. Change the AC-DC adapter and check if it's properly connected to the modem.



If the cable is connected and the power remains off, the power cable or adaptor might be faulty. Use another adaptor of the same voltage and charging factor, otherwise you could break the router. This should also only be a temporary solution until you get an original adaptor.

Try the following steps if you have an unstable connection:

6 Perform an isolation test by removing/turning off all devices (except the ADSL modem/router) that could be affecting the ADSL line, such as:



Answering machines



House alarms



Cordless phones



ADSL modems



Electric fences*

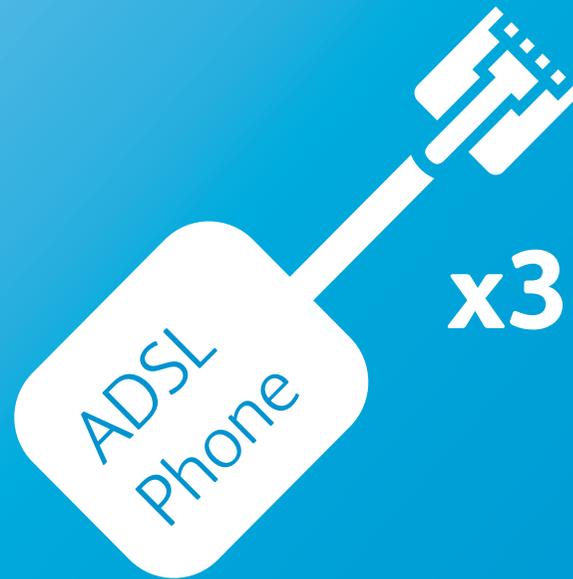


Fluorescent lamps

*Faulty electric fences can cause impulse noise on the ADSL line which may prevent the ADSL line from syncing. Check for any arcing (electrical breakdown) from the fence due to faulty/cracked isolators, plants or any foreign objects touching the fence.

Try the following steps if you have an unstable connection:

- 7 Stick to the maximum number of filters (3) on a line. Check if all analogue devices are connected via filter.



Try the following steps if you have problems with your phone:

- 1 The fault could be in the cabling between the telephone and the wall socket. Try the following steps:



Check if the phone cable is properly connected and has power, if applicable



Try using another known working cable

Try the following steps if you have problems with your phone:

2 Make sure that every phone is placed back onto the hook and that any cordless phones have been disconnected from a previous call.



Check that all phones are on their hooks

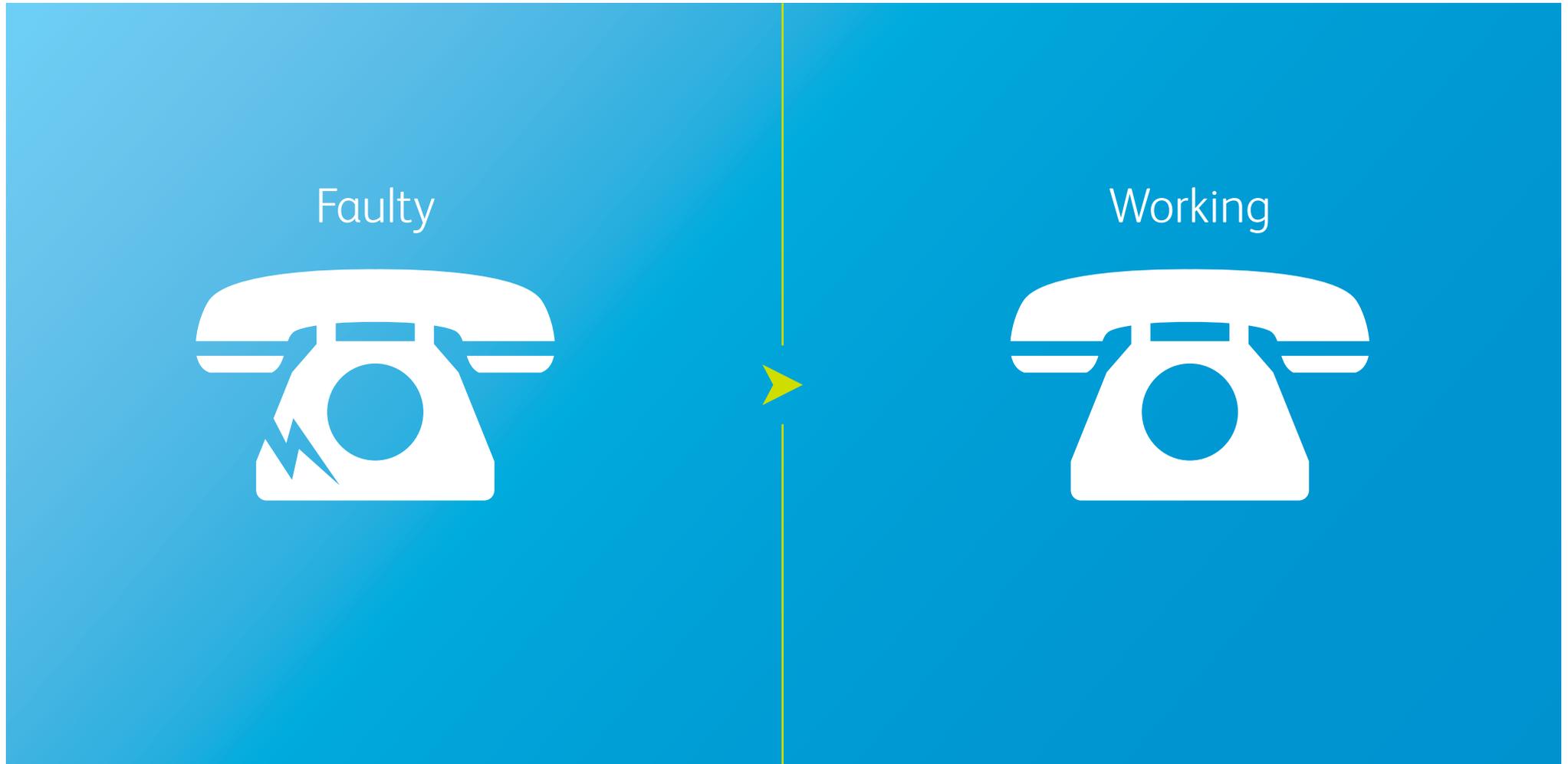


Check that all cordless phones are disconnected from calls

Make sure the cordless phone is charged.

Try the following steps if you have problems with your phone:

- 3 The fault could be in the telephone device itself. Try using another known working telephone.



Try the following steps if you have problems with your phone:

4 The problem could be interference from other sources. Perform an isolation test by removing/turning off all devices (except the ADSL modem/router) that could be affecting the ADSL line, such as:



Answering machines



House alarms



Cordless phones



ADSL modems



Electric fences*

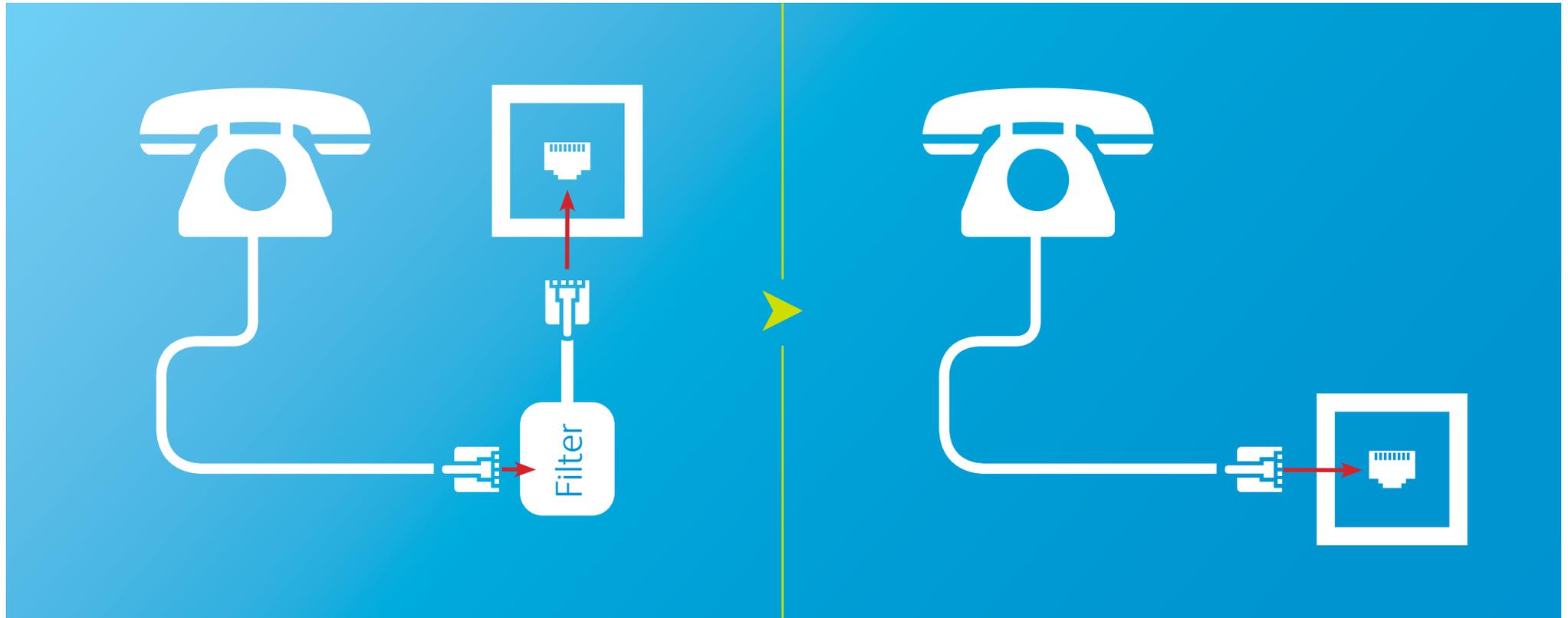


Fluorescent lamps

*Faulty electric fences can cause impulse noise on the ADSL line which may prevent the ADSL line from syncing. Check for any arcing (electrical breakdown) from the fence due to faulty/cracked isolators, plants or any foreign objects touching the fence.

Try the following steps if you have problems with your phone:

- 5 If the phone is connected through a filter, try removing it and reconnecting it straight to the wall socket.



The intention of this procedure is just to check if the problem lies in the filter. Keep in mind that a phone must be connected through a filter so it doesn't interfere with your ADSL connection.

Try the following steps if you have problems with your phone:

6 Too many instruments on the same line can cause poor speech/hearing or even prevent phones from ringing



Try connecting only one phone to the line



Make sure the ring volume on the phone is high

Connection works for e-mails only or for browsing the Internet only

1 Try the following procedures if your connection works for one given functionality, but not for another.

Functionality	E-mails affected only			Browsing affected only
Issue	Cannot send e-mails	Cannot receive e-mails	Cannot send or receive e-mails	Cannot navigate the Internet
Description	This could be related to SMTP, which allows an e-mails client to deliver e-mails to a server.	This could be related to POP3, which allows an e-mail client to download e-mails from a server.	This might be a connection configuration for the e-mail program.	
Software version				
Possible resolutions	<ul style="list-style-type: none"> • Check with your ISP if you have reached your Internet cap, and top up if that is the case. 			
	<ul style="list-style-type: none"> • Go to 'File' → 'Info' → 'Account Settings' → 'Account Settings'. • On the 'E-mail' tab, select your e-mail account → 'Change' → 'Properties'. 			<ul style="list-style-type: none"> • Go to 'Start' → 'Control panel' → 'Internet Options' → 'Connections'. • Select 'Never dial a connection'. • Go to 'LAN Settings' and unselect all boxes. • Go to the 'Security' tab and click 'Reset all zones to default level'.
	<ul style="list-style-type: none"> • On the 'SMTP servers' field, type: smtp.dsl.telkomsa.net 	<ul style="list-style-type: none"> • On the 'POP3 servers' field, type: pop3.telkomsa.net 	<ul style="list-style-type: none"> • Go to 'Connections' and uncheck: "Always connect using this ACC". 	
<ul style="list-style-type: none"> • Go to → 'More settings' → 'Advanced' → 'Incoming server' and type '110'. • Go to 'Outgoing server' and type '25'. 				
<p>If nothing resolved your issue, please reset your modem (by holding the button down or inserting a pin behind it. If after that the problem still persists, phone Telkom technical support at 10210)</p>				

**If nothing resolved your issues,
please call Telkom on 10210
and our agents will be happy
to assist you.**

Make sure you inform them on
the steps you followed.