

## Some experience installing ADSL

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The years 2008 and the next few years are expected to be the golden age of broadband services, of which ADSL (Asymmetric Digital Subscriber Line) is considered one of the most potential services. .

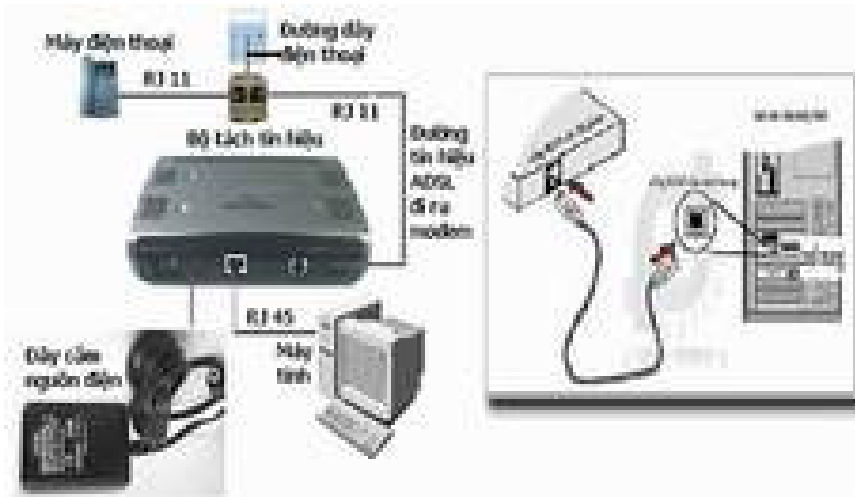
Currently, ADSL services develop not only in urban areas but also in rural areas, even in remote areas, due to the increasing demand for users and the tendency of strong decreases in freight rates. Service providers are in a fierce race to entice customers to themselves. However, how to build a closed process from receiving requests, processing information to installing and maintaining scientifically and effectively is a problem for them - these service Provider.

For ADSL subscribers it can be in two forms: first is pure ADSL and the second is multi-service (such as sharing a line with a telephone line). The first form is normally assigned a virtual number, whereas for the second form, it is normally assigned a number as a voice service.

The installation of ADSL in addition to obstacles such as the installation of telephones (finding the installation address, the subscriber is away but can not be contacted, there is no wiring line, broken cable, connection is not connected at the MDF of the total radio .) there are other troubles. For example, if a customer wants to change the location of the router / modem or computer, they must pull another line. In many cases, villas or high-rise buildings with wall-to-wall wiring are difficult because sometimes even the landlord does not know the way of internal cable in the house.

For subscribers who have a modem / router equipped with the modem, the installation is relatively easy but if the customer is equipped with a modem / router, especially the old ones, there is no complicated driver installed. In addition, many small details such as family members do not know the password to the computer, the operating system has errors or lack of power outlets can be annoying when installing . In general, in many cases though Having prepared quite carefully, the installation staff still faced some objective obstacles as mentioned above.

***Therefore, in order to minimize installation time, the operator should prepare some things well before going to the client's house and in the process of installing or handling broken machines :***



1. Call the switch buttons to check if the line has a good ADSL connection and check the supplier's declaration results as well as test the upload and download lines that have reached the correct speed according to the required package. not yet
2. Call to contact to ask for specific installation location (subscriber's house), schedule customers to set up time.
3. Ask the customer about the location of ADSL installation, has the signal wire been pulled close to where the computer is located? Has the computer run well? Does the home monitor know the password to access the computer? Has the customer been equipped with a modem / router? What kind? Such exchange should be very careful, flexible and delicate to avoid causing trouble to customers.
4. Prepare the necessary tools and equipment, which can not lack the equipment used to check such as modem / router, ADSL filter (splitter), computer network wire, USB cable, disk The USB driver, the wiring box and the line line have been well tested for exclusion in case of an incident. If there is a laptop that has tested well with the above toolkit, the better. For this work, special attention should be given to two things: firstly, there are now many wiring boxes equipped with lightning protection boards that will not be compatible with ADSL signals, so even if the switchboard side is well connected but at The subscriber still does not have a DSL signal and the second is that the terminals may not be able to continue well or the wrong color string (for computer network wires) may also seriously affect the line speed, Even make the transmission impossible.
5. When going to the customer's house, should first check whether the equipment of the customer has met the technical requirements? At this step, special attention should be paid to the computer configuration, operating system and network card or version of the USB driver being used.
6. Depending on the type of modem / router and the filter that checks the connection diagrams, the signal lights are correct? Then proceed to log in with the IP address of the modem / router to install.
7. Once all the parameters have been installed, check whether the signal is connected (usually via the Diagnostic menu or using the command 'ping [IP address]' or the command 'tracert -d [IP address ]' of Windows). It is also possible to observe the signal lights to see if the modem is well installed. If the signal is good, proceed to the web browser. If so, you must save the settings for some modems / routers so that if you lose power, the configuration parameters will not be lost. Some modems / routers also allow to save the configuration to a file (usually through the Save Settings menu) so that when the reset can be used, this file can be reloaded to minimize installation time.

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