
How To – CUE LIW Line fault

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Overview

This 'How To' guide concentrates on CUE LIW connectivity issues. There are many variables with line diagnostic, and this guide concentrates on the most common and re-occurring faults.

Process

Do you have a fault with your CUE supplied LIW line?

Here are a few self-diagnostic tests you can run. They can be run in any order you see fit.

1. The quickest check is to reboot your hardware. Remove power from your router, wait 2 minutes, then turn it back on. Wait a further 60 seconds for the router to start up and establish a new connection. Once done, reboot your laptop/pc which will re-configure the network settings and hopefully give you internet access again!
2. Standard CUE supplied kit is Netgear routers. These should have 3 maybe 4 green lights on it. The following should always be on & green: Power light, 'i' (internet connectivity), and what looks like a lollypop (wireless). Icons 1-4 are for wired (ethernet cable/cat5 cable) if you have such connections. If the 'i' light is flashing orange, or is not illuminated at all, then you do not have ADSL connectivity.
3. Locate the [NTE5 socket](#) (aka master socket). NB: the split panel. Un-screw both screws and remove the lower part of the unit, and you will see a BT socket behind this. Plug a known-working phone directly into this socket, and see if problems persist. No ADSL Line filter needs to be used. If problems persist, then try another phone & cable. If problems still persist then you have a fault with your BT line. Is it worth further noting that this test is a simple check and might not show all faults.
4. Replace your ADSL Line filter. These are cheap and do not last forever. Most common symptoms are the lose ADSL connectivity when your house phone rings, or is in use.

5. Wireless connectivity. If your wireless devices connect fine (you have a signal for your wifi network), but you still do not receive internet access, then this points to an ADSL connectivity issue. Wireless is local only - Laptop to Router. Internet access is from your router to the outside world.
6. BT offer an automated service to check your phone line. <http://www.bt.com/faults>. to have your line checked, click [Think you have a fault?](#) on the page. You must ensure all phone line devices are unplugged. Ideally, remove the front plate of the NTE5, which will remove any house-side issues. Any faults found with the front plate off are BT issues.

Facts:

NTE5 boxes were fitted by default by BT in late 80's. Not all houses will be fitted with this.

Routers have 3 separate networks (ADSL, Wireless and wired) joined into one network. Data can travel between each network. However, a fault on one network may not affect another.

Responsibility

Your first port of call (once you are sure the above has been carried out) should be to submit a ticket. We can then advise further.

Laptop and router issues should be directed to CUE IT Support.

ADSL Broadband Line faults should be directed towards Sandra Jones.