



# Automatic tests with FlexaNet xDSL

*This application note describes how FlexaNet xDSL can be used to automatically test an xDSL line.*

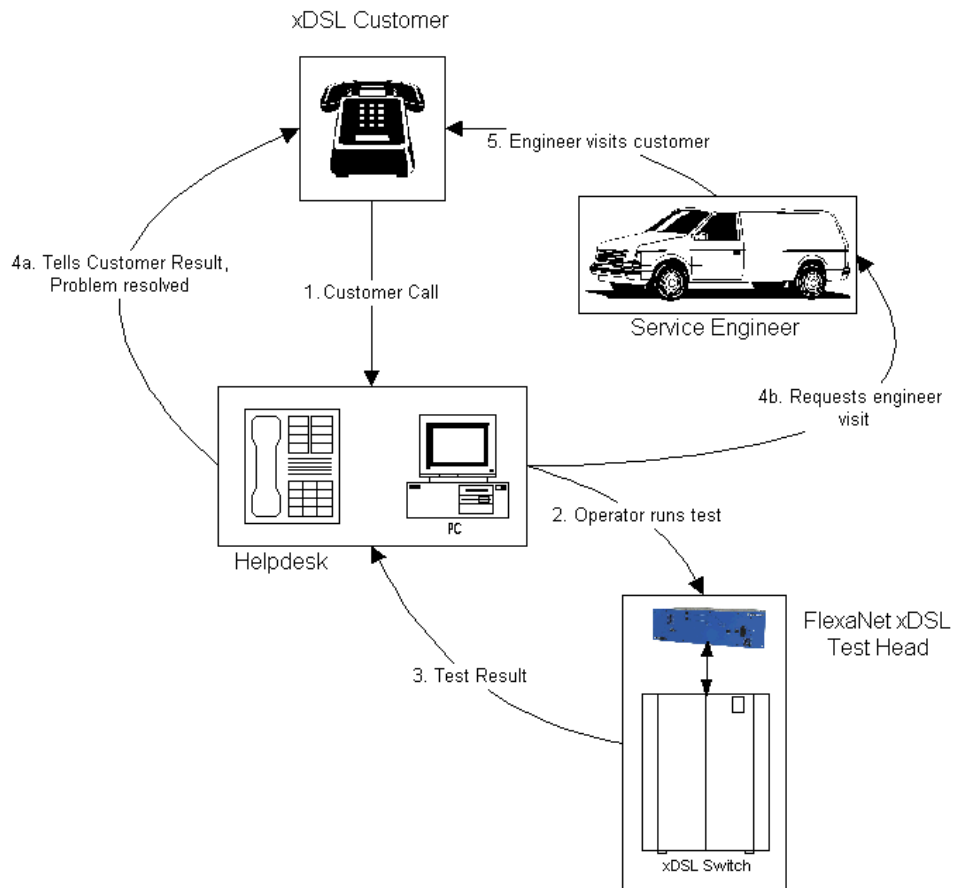
Application Note ANFlexxDSL 01

Testing the World's Digital Networks



**Trend**Communications

FlexaNet xDSL is a system for managing problems reported by users of xDSL lines. When a customer reports a problem with their xDSL line it provides the tools to quickly diagnose the cause of the problem, and advise the call centre operator on the next step that is needed.



The diagram above illustrates how FlexaNet xDSL fits into the workflow, from the call being received from the customer to fault resolution.

The advantage of FlexaNet xDSL is that the automatic tests can be performed quickly by operators without specialist knowledge. This means a saving in time and scarce, expensive engineering resources.

FlexaNet xDSL can be used in two ways - to automatically test the line and to perform manual in-depth tests. This *Application Note* concentrates on using automatic tests to diagnose common faults that may be reported by users.

This *Application Note* can only give brief information, for more detailed information on interpreting test results, see the on-screen help supplied with FlexaNet xDSL Fault Manager.

## INTRODUCING FlexaNetxDSL FAULT MANAGER

FlexaNet xDSL consists of two parts - a test head that is installed in xDSL exchange and the software used to control the test head. This software can be run on a PC connected to an IP/TCP network anywhere in the world.

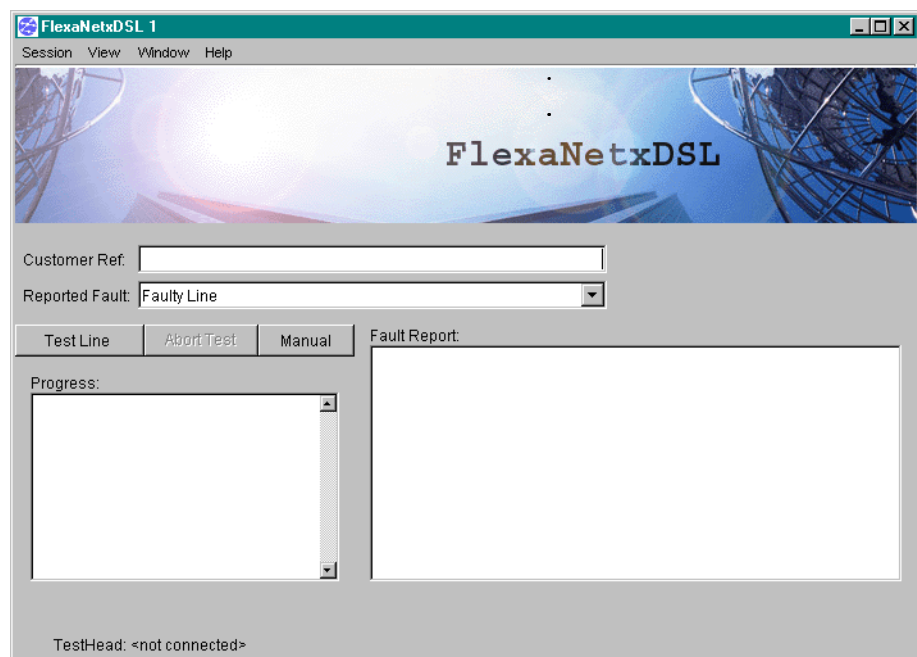
FlexaNet xDSL Fault Manager can be incorporated into your existing OSS. This means that the user interface may be entirely different to the 'standard' FlexaNet xDSL Fault Manager in order to fit in with your existing systems and workflow. In this *Application Note* we assume that you are using the standard FlexaNet xDSL Fault Manager.

This section describes how you can use FlexaNet xDSL Fault Manager to answer a customer query about their xDSL line. For example their xDSL line does not work.

To display FlexaNet xDSL Fault Manager:

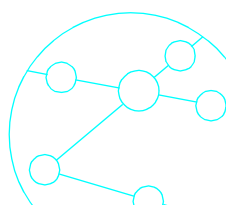
1. Double-click on the FlexaNet xDSL Fault Manager icon on the PC desktop.

The FlexaNet xDSL window is displayed.



This window enables you to start an automatic test - **Test Line**, or to perform a manual test - **Manual**

1. Type the **Customer Ref** for the line you want to test.
2. From the **Reported Fault** list choose the type of fault that the customer is reporting.



**3. Choose the Test Line.**

An automatic test runs, first an xDSL test runs, then if the results of this are not conclusive a copper test is performed. The exact tests performed depend on the results of the previous tests.

The test **Progress** is reported and at the end of the test a **Fault Report** is displayed.

