



DSL Troubleshooting Guide

TAKE NOTE: Make certain to follow these instructions very closely to determine where your problem resides. If a Service Technician goes to your residence and it turns out that the problem is within your home, you could be charged for their Dispatch. Generally, Service Calls start at about \$99.00, so it is very important that you perform the full testing to avoid any charges.

1. Make sure all devices (telephones/answering machines/fax) have filters plugged into the wall, and then the phone cord must be plugged into the filter (excluding the modem). Not having filters will cause hissing on the line and will diminish DSL signal.
2. The phone cord going from the modem to the telephone jack cannot be filtered and is to be plugged directly into the jack.
3. Only use the telephone cord that came with the modem (Cord must be less than 10 feet).
4. If there is no DSL signal, unplug ALL devices (telephones/answering machine/fax) and filters from the telephone jacks leaving only the modem plugged in.
5. Shut down your computer and power off the modem, wait 5 minutes and turn on the modem first followed by your computer.
6. If there is still no DSL Signal, first check to see if there is a telephone jack at the Demarcation Point (N.I.D.) in the house (Location where the wires go into the house). Just bring the modem to the Demarcation Point and the power and telephone cord to verify if the DSL light turns on.
7. If DSL signal occurs, you need to leave the modem where it received the DSL signal and test EACH device, by adding one at a time, to see which or what is the cause of the absence of the DSL signal. Only services installation up to the Demarcation Point is free of charge, anything beyond the Demarcation Point inside the house is the owner's responsibility.

Testing from the Demarcation Point

Newer Homes: Test from the telephone jack with a phone cord going to another jack that has no place to plug anything into it. Make sure to reconnect the phone cord after testing, if not you will not have any phone service to your house.

Older Homes: This will be a bracket with two bolts with a thick copper wire in the middle of it acting as a ground. You might or might not have a telephone jack attached to it. If you don't have a jack at the Demarcation Point test the modem in each telephone jack throughout the house. This will assist you in identifying if there is a problem with your wiring or not. Also try to see if you can test your modem at a friends house and/or try your friend's modem at your house. If there is no occurrence of the DSL signal, contact support and let us know that you have performed a full physical line test as indicated above.

Next: Physical Setup

Physical Setup

Filters/Splitters:

- Is the modem plugged into a filter?
- Is the modem plugged directly into a phone jack or does it go through a splitter?
- Are all Phones/Fax Machines/Answering Machines/Alarm Systems filtered?
- Is the splitter plugged direct to the jack or does it go through a filter?

Cable Length:

- How long is the phone cable between the modem and the phone jack? If the cable is longer than 10 feet try a shortened phone cable.
- Are there any extension cables between the modem and the phone jack on the wall?

Quality Control:

- Try a different phone cable
- Try a different phone jack
- Try a different modem
- Is the modem plugged in near any other electronic devices?
- Try with only the modem plugged in (no phones, filters, fax machines, answering machines etc.)
- Try plugging directly into demarcation point (where phone cables enter the home) or NID (Grey box on the outside of the house) if possible.