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BASIC DSL CONNECTION TROUBLESHOOTING STEPS

**BE SURE TO PUT THIS ON PAPER BECAUSE
WHEN YOU NEED IT YOU WON'T BE ABLE TO
GET HERE**

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These steps are the basic ones for all DSL broadband connections

If the steps below fail to resolve the issue please call our support team at your ISP or call us at ROBOGEEK 805-988-9540 Please do NOT press the reset button on the back of the DSL modem unless you have gone through these steps and need to repeat step 4.

Symptom:

No Lights illuminated on DSL Modem

Suggested Fix:

Make sure power adaptor cord is plugged in securely at both ends.

STEP 2

Symptom:

Status Light on Modem is not lit or is flashing.

Suggested Fix:

- 1-Check cord coming from the phone jack. It should be securely plugged into the Line port on the modem. **This cord should NOT have a DSL filter.**
- 2-Disconnect the power cord to the modem for 1 full minute then reconnect it. The modem will begin to start back up. If Status light does not become solid after 5 minutes proceed to next step.
- 3- Confirm all telephone devices that share the same phone number as your DSL modem have filters. Remember: telephones, fax machines, answering machines, cable/satellite TV boxes and alarm systems. Unused or empty phone jacks DO NOT require a filter.

STEP 3

Symptom:

LAN Light on Modem is not lit.

Suggested Fix:

- 1-Confirm that Ethernet cable is securely plugged into the Modem and Computer.
- 2-Disconnect the power cord to the modem for one full minute then reconnect it. The modem will begin to start back up. The LAN light should become solid within 5 minutes. Advanced users may check to ensure their computers LAN connection is active and enabled. The GMA support team can also assist with this step.

STEP 4

Symptom:

Cannot connect to the web or email. (Power, LAN, Status Lights all on solid)

Suggested Fix:

1-Disconnect the power cord to the modem for one full minute . Also have computer turned off and any routers or switches.

- a. Unplug the phone line to modem
- b. Unplug the Ethernet cable from the modem. To router switch or computer

The sequence to restart is

A. Power to the Modem,

B. Plug in phone line. wait for the Power light AND the DSL (Broadband or Link Light to go steady green (may be another color)). This could take several minutes. IF the DSL or Broadband light does not go to steady Green or Steady yellow and keeps blinking call the ISP to Check your connection. Be sure to tell them that it may be intermittent. They will try to talk you into believing that everything is OK when it is not.. Failure for that DSL light to stay a steady non blinking color indicates that you are not getting signal to your system. That is their problem not yours.

C. Connect Ethernet to the switch router and or computer

D.. Plug in Computer and/or any router or switch.

E. And then start the Computer

IF This last step did not work the repeat it (step 4) but after you pulled the power cord on the modem and disconnected the Ethernet line as well as the phone line **FIND THE RESET BUTTON AND HOLD IT IN FOR 30 SECONDS.** This is usually a little hole on the back it may or may not be marked **RESET.** Use a toothpick or paper clip you

will hear a light click hold it in for the 30 seconds. This will set the modem back to factory default. Now complete step 4 by restarting

IF THIS DOES NOT DO THE JOB AND IT IS IN YOUR SETUP THEN CALL US AT CAL PAC (805) 988-9540 FOR THE ROUTER AND MODEM RESET INSTRUCTIONS. We'll talk you through it.