

DSL Customer Troubleshooting Checklist

1/4/2007

_____ (Check lights on modem) Are DSL or Internet light not on?

- **Check cabling to computer and modem.** (Make sure the Ethernet cable connecting your DSL modem with your computer is plugged into the **"one of the"** ports on the back of the DSL modem. Remove and re-plug the cable into the DSL modem and your computer to ensure the cable is plugged in securely. The cable should **'click'** when it is pushed into place)
- Wait for change, if no change;
 - Replace cables with spare and check for Modem lights to come on, if no spare, unplug and re-plug the cables.
 - If Modem DSL and Internet light are on, open Web browser. (Type in address. Check home page, is it valid?)
 - If still no lights come on, go to next step
- **Power-Cycle the DSL Modem** (Power-cycling the modem causes it to re-synchronize the DSL signal and the network connection to your computer.)
 - Turn the DSL modem off, unplug it, wait 5-10 seconds
 - Plug the DSL modem back in and turn it on (if necessary). Wait another 30 seconds
 - If Modem DSL and Internet light are on, go to next step.
 - If still no lights come on go to next step
- Check web page/connections
 - If **"page cannot be displayed"** type in address. (i.e. www.btel.com)
 - Make sure NIC card is enabled
 - Make sure "Work offline" is not checked
 - If still no connect, skip next step

_____ (Slow/intermittent service)

- Did you install/delete software lately?
 - If yes for install, was installation successful, any errors when program is run?
 - If yes for delete, was program un-installed from program shortcut or from add/remove software Windows application?
 - When deleted did you chose to remove associated/shared drivers?
 - If yes, do you have Windows repair utilities? Run repair.

_____ (Modem will not train up)



- Reboot the Computer

It seems trivial, but you should always begin troubleshooting computer problems by rebooting your computer! This is particularly important if your computer has worked fine in the past and only just began to exhibit problems.

- Remove Any Network Devices



If possible, remove any network devices (such as hubs, wireless routers, or network switches) that sit between your computer and the DSL modem. By

running your computer directly into the DSL modem, you can eliminate the possibility that another device on your network is causing the problem.

- Try another telephone wall jack and power wall jack (*There may be internal wiring issues causing problems with a specific wall jack or group of wall jacks at your location*)
 - Connect DSL modem (unfiltered) into another wall jack by it's self. (*The phone cable coming from your DSL modem should plug directly into the wall outlet*)
 - Connect the modem power supply into another power wall jack by it's self.
 - Connect modem to computer and power on computer and modem (if not already on)
 - Wait for power/DSL/Internet light to come on
 - If no light go to next step
- Check your Firewall
 - Try disabling any firewall program that you have running



If you are running a third-party firewall program on your computer, such as Norton Internet Security or Zone Alarm, these may be interfering with your computer's ability to access the Internet..

Step 8: (Internet is up, but slow)

- Check Network Settings/Status
 - Insure you are using your IP address or that you are using DHCP.
 - Make sure all devises that are plugged into the telephone wall jacks have DSL filters. (I.e. Satellite TV, Alarm systems, garage phone)
 - Make sure no loose wires are connected to wall jacks
 - Make sure wall jack wires are not exposed and that they are free of debris.
 - Scan for Viruses (*update definitions*)
- Has customer optimized system lately?
 - Delete temporary Internet files , clear your Internet history, delete cookies.
 - Install Microsoft Updates
 - Run Defrag
 - Run Check Disk