



### Tips for Troubleshooting your DSL Connection

Following are steps that you can use in order to save yourself from calling Wightman Internet's Tech Support. These simple solutions to common problems are easy to understand and follow. It is usually associated with the Indicator lights on the front of the modem. The name of the light varies depending on the modem you are using. So make sure to read each step carefully to make sure you correctly diagnose the problem you are experiencing. If you continue to have trouble after going through this short guide, feel free to call our Tech Support to resolve your issues. Thank you very much.

#### If your POWER light is not on do the following steps.

1. Check the power connection at the back of the modem (small black connector) is plugged in.
2. Make sure the power adapter is plugged into the surge protector.
3. Check and see if the switch on the side of the surge protector is turned on.
4. Check that power bar is plugged into wall.
5. Try a different wall plug-in.
6. If all of the following steps fail call Technical Support for further troubleshooting.

#### If the LAN/Ethernet lights don't come on follow these steps.

1. Check and make sure the Ethernet cable (Cable could be Blue, Yellow or Gray) is plugged in correctly into the spot marked Ethernet on the back of the modem.(can only fit into one spot) and that it fits securely.
2. Make sure the other end is connected into your Ethernet Card (normally it can only fit into one spot on the computer, the connector will not fit into a regular phone jack) make sure that it fits securely.
3. Also look at the cable to make sure that there are is damage to the cord.
4. If this light does not come on call Tech Support.

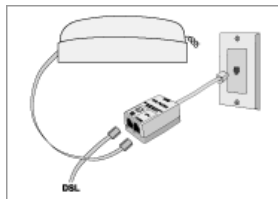
#### If the DSL/WAN/Line light is not on perform these steps

1. First, try to reset the modem by unplugging the power cable (small round black plug) for 30sec and then plugging it back in, if the light does not come on after resetting the modem proceed to the next step.
2. Make sure there are no cuts or nicks in any of the phone cables.
3. The phone jack that the DSL modem is plugged into may have a DSL filter connected to it. It is very important that the computer is plugged into the DSL side of the filter. It is easy to tell if you are connected to the ride side. It should either say the words "DSL" or have a little picture of a computer right above the jack. If you are plugged into the side that says "Phone" or has a picture of a phone, you should switch the plug over to the other jack. For a picture on how to setup the DSL Filters, refer to the DSL Filters section of this document. It is located on page 4. Make sure your setup matches the setup we show in this document.
4. Has the computer recently been moved to another area of their house where it uses a different phone jack, and is this when the connection was lost? If so, in the mean time move the computer back to the original jack and call for a technician to come to your house to rewire the DSL filters. You're connection is likely filtered at the De-marc point in the house.
5. The connection from the spot marked LINE on the power bar should go to the spot marked DSL on the Line Filter.
6. The line filter should be plugged into a wall jack.
7. After checking these connections and the DSL light is still not on try these steps.
8. Try bypassing the power bar by unplugging the phone cable from the spot marked EQUIP on the power bar and then plugging it into the spot marked DSL on the Line filter.
9. Next try bypassing the Line Filter by unplugging the phone cable from the filter and plugging it into the wall jack.
10. Check to see if there is dial-tone by plugging a phone into the phone jack if there is no dial-tone then try plugging DSL modem into a different wall jack if possible.
11. After checking all the above steps and the DSL light is still not on please call tech. support.

#### DSL Filters or conditioners

We are currently using 3 different types of DSL filters for our DSL installations depending on the situation. In all cases, every phone, outside ringer, phone system, answering machine, fax machine, Dial-up Modem, is to be filtered with one of the following filters. If there is an unfiltered device on the phone-line it may cause the DSL to fail intermittently or completely; and can create a loud noise on unfiltered phones. A filter is also necessary when the DSL in on the same line as any home security system.

1. Excelsus Technologies Z-330 TJA Z-Blocker Filter



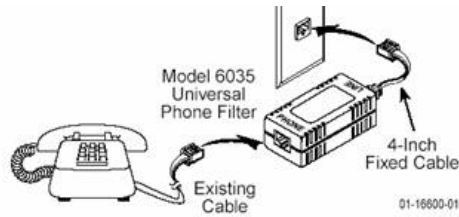
2. Paradyne Model 6035-A2-000 Phone Filter

#### Phone Filter Installation

##### ► Procedure



1. Unplug your phone from the wall jack.
2. Plug the fixed cable (LINE end of the filter) into the wall jack.
3. Plug the existing telephone cable into the PHONE end of the filter.



3. Shuttle Line Conditioner 900LCCS-2F-50 for 2-line phones usually used in businesses.



### Panamax Surge Protectors

Panamax surge Protectors are provided with the DSL installation to protect our DSL modems against Lightning and other power surges through the phone line and through hydro. These surge Protectors are to power every device also connected to our DSL modem. The phone line is to be connected to the surge protector then to the DSL modem.

#### POWERMAX® 8 TEL / SurgeProtector 8 Tel

