

LMi.net DSL Troubleshooting Guide

This guide will lead you through the steps in getting your DSL working again when you are unable to connect to the Internet.

- **Power-cycle the DSL modem and router**

Turning the modem off and back on causes it to re-synchronize the DSL signal and the network connection to your computer. Often, this by itself is enough to fix a DSL connection problem. To do this, unplug the power cord from the DSL modem, wait about 30 seconds, then plug it back in. Once this is done, do the same for the router.
- **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.
- **Verify your TCP/IP settings**

If you have recently changed how your home network is setup (for example, by adding a router) or if your DSL is newly installed, check that the TCP/IP settings (your IP Address, Subnet Mask, Gateway, and DNS) are correct and match those provided in your Installation Guide.
- **Remove any extra 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. You will also need to temporarily change the TCP/IP settings on your computer, following the instructions for “One Computer” setup in your Installation Guide. By running your computer directly into the DSL modem, you can eliminate the possibility that the router or other device on your network is causing the problem.
- **Check the lights on the modem**

Check the status of the various LED lights located on the front panel of the modem. The “POWER” light should be lit solid. (On some modems, this light is on the power supply itself.) If the power light is off or flashing, check that the power supply is plugged securely into the modem, and plugged into a working wall outlet.
- **Check the DSL “Sync” light**

“The ‘Sync’ light on the modem (labeled “SYNC/PPPoE” or “DSL”) should be lit solid, not blinking. This light will flash when the modem is trying to connect to your DSL service. It should about 30 seconds for your DSL modem to connect and display a solid light. If the DSL Sync light continues to flash, try the following:

1. With the exception of your DSL modem, ensure that all devices plugged into the phone line, including fax machines, satellite receivers, and alarm systems, have a DSL line filter on them. These filters prevent interference with your DSL signal. **The DSL modem should be the only unfiltered device on the phone line.**
 2. The phone cable coming from your DSL modem should plug directly into the wall outlet. Try bypassing any splitters or other devices as they can sometimes cause interference with your DSL signal. We suggest you remove and re-plug the phone cable into the DSL modem and the wall jack to ensure the cable is plugged in securely. The cable should 'click' when it is pushed into place.
 3. Try moving the DSL modem along with its power supply and phone cable to a different telephone wall jack. There may be internal wiring issues causing problems with a specific wall jack or group of wall jacks at your location.
 4. Assuming you are using line-sharing DSL (meaning that your phone and DSL share a line) turn off the DSL modem and listen for audible noise on the line. If you hear snaps or static when making a phone call, it is likely that the phone company will need to repair your wiring before DSL will work reliably.
 5. As a final test, running your DSL modem directly into the "MPOE" (usually a grey telephone box on the outside of your home where the wires attach from the telephone pole) eliminates the possibility of inside wiring issues.
- **Check the "LAN" light**

The LAN light (labeled "LAN" or "ETHERNET") should be lit solid or blinking rapidly. The LAN link light will blink when your computer is sending or receiving data. If the link light is not lit, try the following:

 1. Make sure the Ethernet cable connecting your DSL modem with your computer is plugged securely into the back of the DSL modem. We suggest you 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.
 2. If you have not done so already, try bypassing the router and running a cable from your computer directly into the DSL modem. This will help you eliminate the possibility that one of these devices may be causing your problem.
 3. The cable that connects your DSL modem with your computer may be bad. Try a different cable if possible.

If you have read through this guide and are still unable to connect to the Internet or have other questions, call us for help. Our Technical Support staff is available 8:30am-6:30pm Monday-Friday, and 9am-5pm Saturday at 510-843-6389 x300, or via email at support@lmi.net.