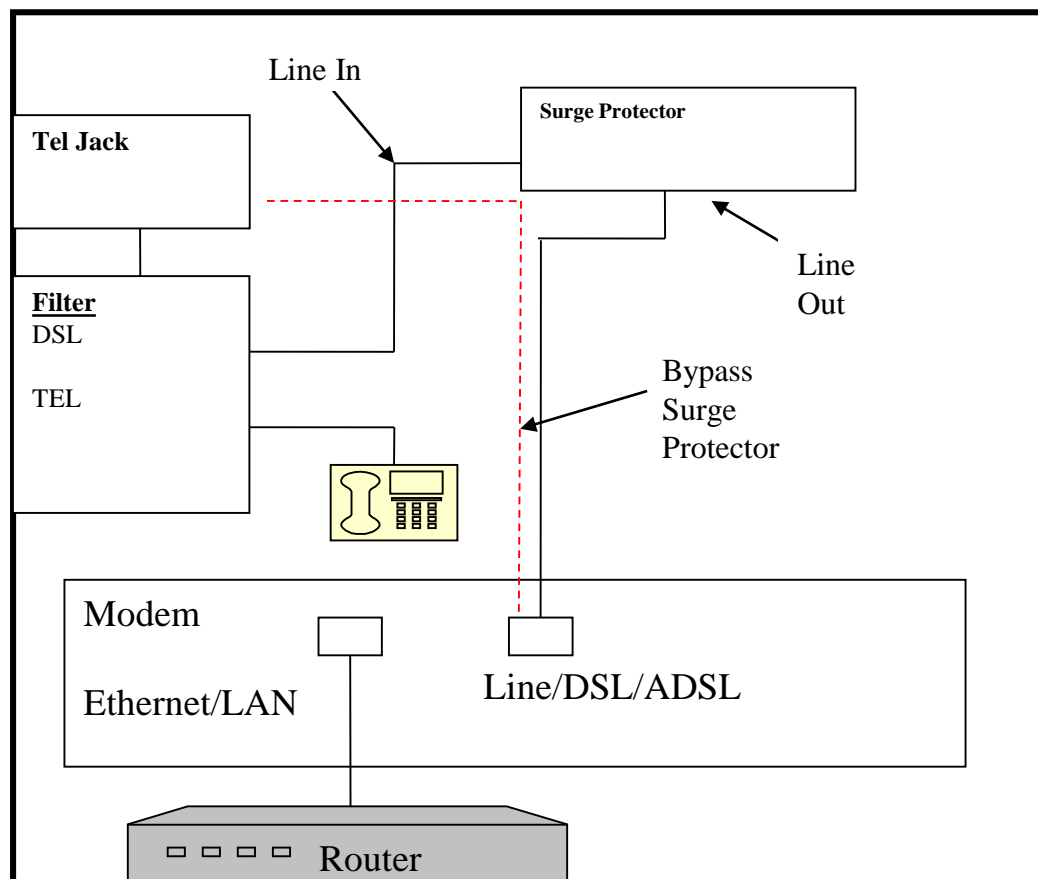




## NTCNet DSL Troubleshooting Instructions:



1. Unplug modem & router from power source. Plug in modem, wait for green lights to appear. Plug in router, after approx. **5** minutes reboot computer. **\*IF STILL DOWN, FOLLOW NEXT STEPS**
2. Verify LAN/Ethernet LED is on. (If off, check Ethernet cable connections to router and or computer.)
3. Verify DSL/ADSL Status LED is on. (If off or flashing, follow telephone line cord from back of the modem and verify connection to surge protector labeled "out". Next, verify telephone line cord from surge protector labeled "in" to wall jack. Some wiring may vary depending on installation. Check telephone line cord from filter labeled DSL or telephone wall jack, directly to modem.)
4. If power LED is on, Ethernet/LAN are on and the Internet is still down you may have to bypass the surge protector. To bypass the protector connect the telephone line cord from the back of the modem that is labeled as one of the following (Line, ADSL, DSL) and unplug from the Surge Protector and connect directly to the telephone jack. **\*STILL DOWN, CALL 315.845.8122!**