Troubleshooting Internet connection problems can be a challenge because there are so many possible causes. First, try these steps:

- Open Network Diagnostics by right-clicking the network icon in the notification area, and then clicking Diagnose and Repair.
- Make sure that all wires are connected (for example, make sure your modem is connected to a working phone jack or cable connection directly).
- **DO NOT** reset your DSL modem or router. Remove the power cord from the modem and wait at least 1 minute, and then plug the modem back in.

If these steps don't solve the problem, look for a specific problem in the following list.

**I can’t connect to the Internet through a broadband Digital Subscriber Line (DSL).**

- Make sure that:
  - Your modem is turned on.
  - The Ethernet cable is plugged correctly into the Ethernet port on the modem and on your computer. Each end of an Ethernet cable looks like this:

    ![Ethernet cable](image)

  - The phone line is plugged correctly into the modem and the phone jack.
  - You are not using a DSL filter between the phone jack and the modem.
- Check the lights on your modem. These can sometimes indicate the location of the problem—whether it is the Ethernet connection, the power to the modem, or the DSL or cable connection.
- Winsock corruption can cause connectivity problems. To fix this, open Network Diagnostics:
  - Open Network Diagnostics by right-clicking the network icon in the notification area, and then clicking Diagnose and repair.

For more information, go to How to determine and recover from Winsock2 corruption on the Microsoft website.

- Ask your Internet service provider (ISP) to verify that:
  - Its servers are functioning correctly.
  - You have an ISP user account and access to the ISP service.

**I can’t connect to the Internet through my DSL connection, or I’m being disconnected. DSL Connection requires you to connect to your telephone jack, to establish a connection.**

- Make sure that the phone jack is working. To test this, plug in a working phone and see if there is a dial tone.
• Make sure that the phone cable is plugged into the "line" jack on your modem, not the "telephone" jack.
• Make sure that the phone cable is not defective by plugging a working phone into the "telephone" jack of your modem. If there is a dial tone, the phone cable is working.
• If you have a wireless router connection and you are connected directly to our DSL Modem, disable the wireless connection, and then try the connection again.
• Your ISP might have disconnected you if you weren't interacting with the website for a while. Try connecting again.
• Make sure that your modem is working properly. For more information, check the information that came with your modem or go to the manufacturer's website.
• Contact your telephone company to verify the quality of your line. (DSL Customers only).

See “Basic Internet Troubleshooting” for more information.

DSL Modem – Required Lights

Power - Solid Green
DSL Solid Green
Internet Flashing Green – It flashes based on internet traffic