

Troubleshooting DSL Internet Connection

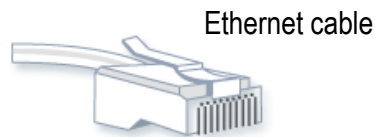
Troubleshooting Internet connection problems can be a challenge because there are so many possible causes. First, try these steps:

- 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:



- 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