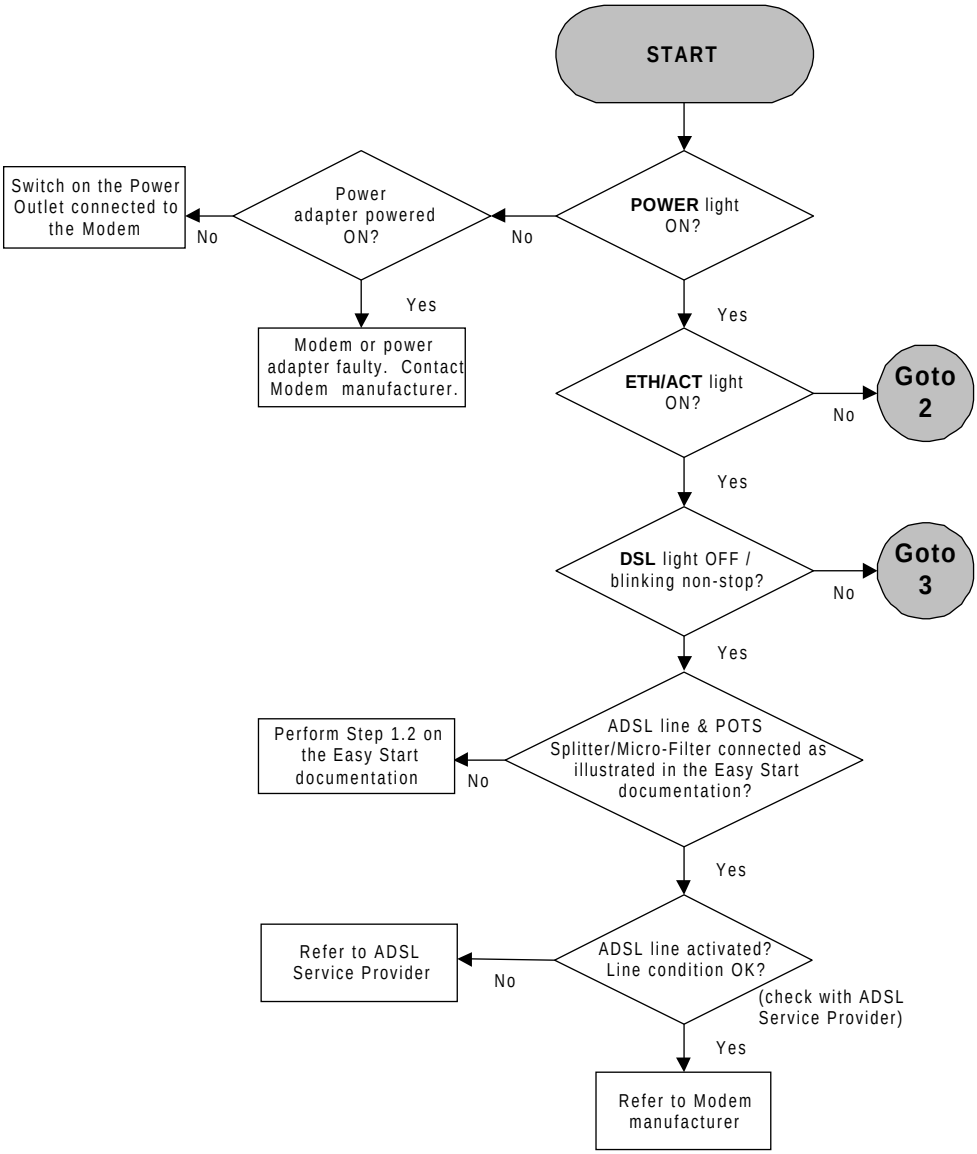
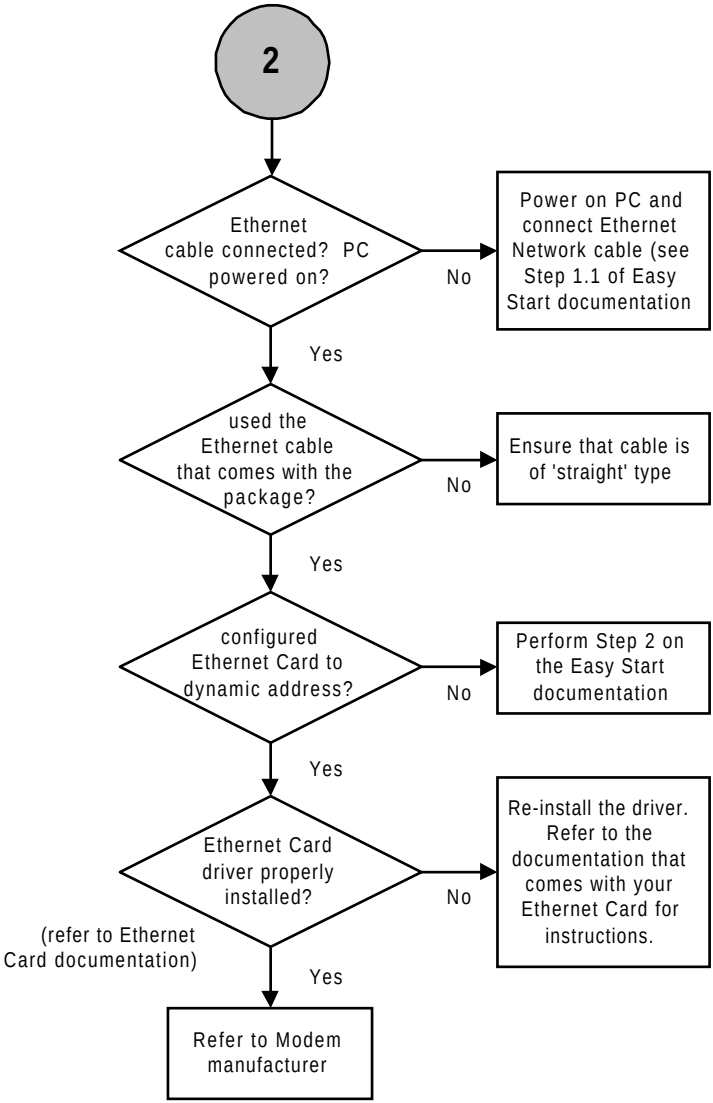
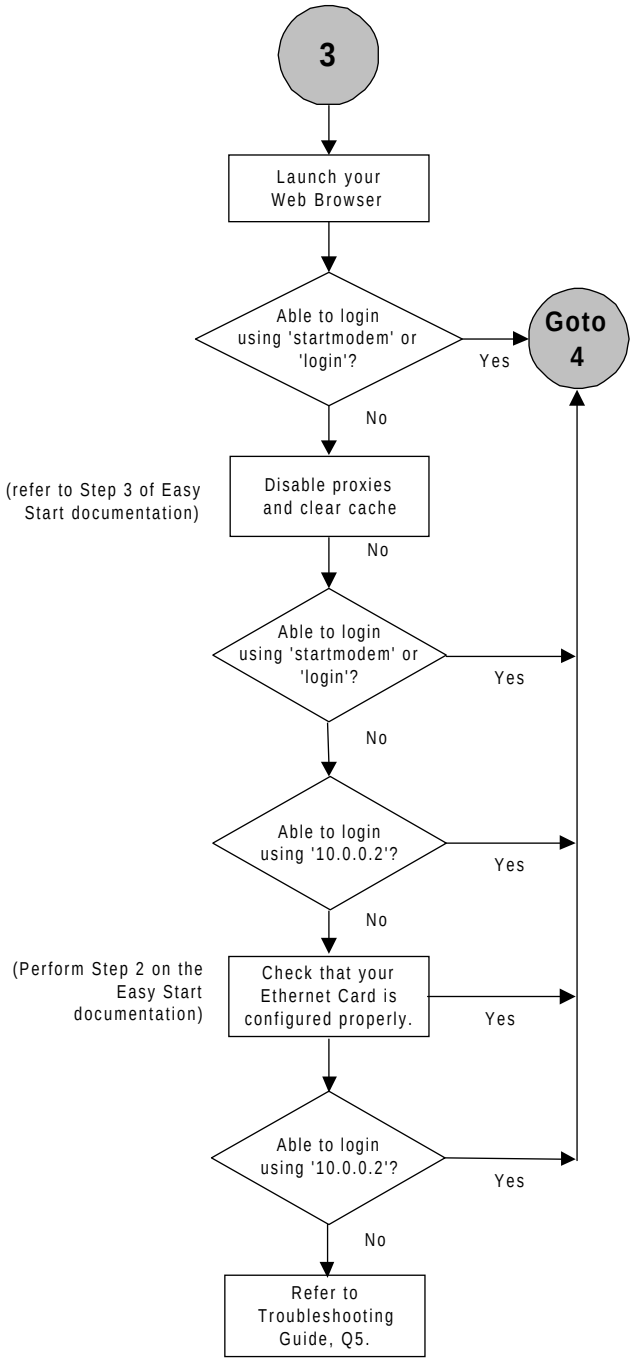
Troubleshooting Chart



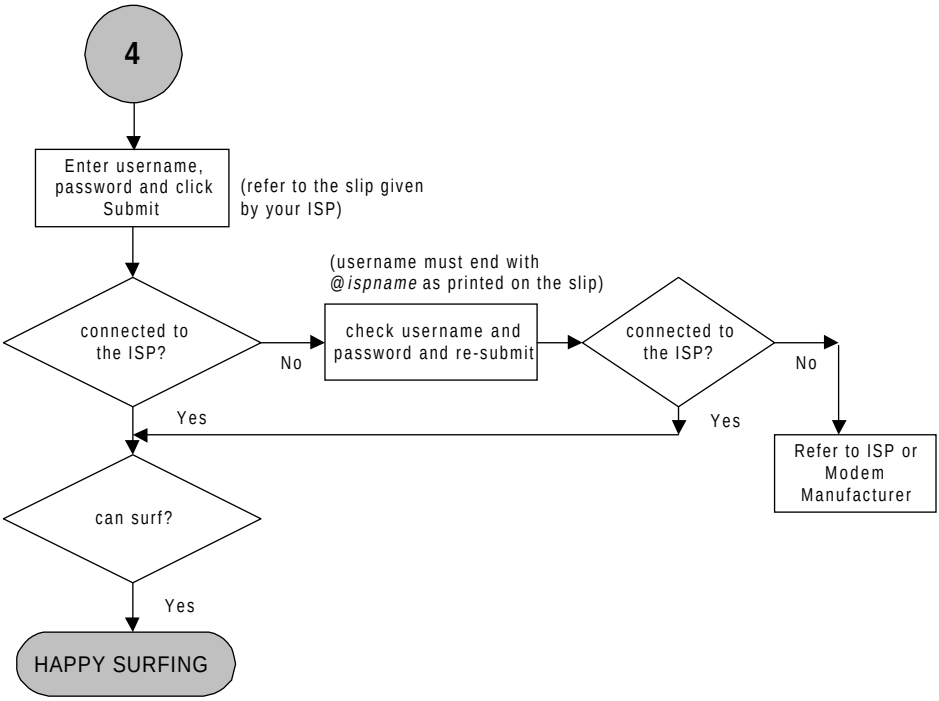
ETH/ACT light is not ON:



DSL light is ON and is not blinking:



Login to the Internet:



Frequently Asked Questions & Troubleshooting Guide

Frequently Asked Questions:

Q1 **Can I use my ADSL Ethernet Modem during thunderstorm?**

A1 ADSL Modems can be damaged by thunderstorms. Our product warranty does not apply to damage caused by lightning. If your area is frequent in thunderstorms, you are advised to use a surge protector. Certain surge protectors have been reported to reduce download speed, so you are advised to test your speed before and after installation to make sure that it does not create any problem to your line.

Q2 **Do I need to install additional telephone lines in order to use ADSL?**

A2 No, you do not need to do so. ADSL and standard voice telephones operate at different sets of frequencies. The difference in frequencies allows both IP (Internet) traffic and voice traffic to co-exist on the same physical phone line.

Q3 **Will my ADSL Ethernet Modem constantly connect near the maximum speed?**

A3 At ADSL speeds, the limitations depend on the performance or load of the ADSL Service Provider that you are trying to reach, as well as the line condition specific to your location.

Q4 **How can I send/receive fax as well as surf the Internet at the same time?**

A4 To send/receive fax, you may connect your Facsimile machine to the **POTS Splitter** labelled **PHONE**, **TEL** or jack. See '**To connect to the ADSL line and Telephone Set**' section on the Easy Start documentation. Replace the Telephone set shown on the illustration with your Facsimile machine.

Q5 **What is a Micro-Filter? Do I need to use it with my ADSL Ethernet Modem?**

A5 (Purchase can be made from your dealer)
Micro-Filter is a device that helps to eliminate noise on the telephone line, ensuring the best possible phone performance when your ADSL Ethernet Modem and Telephone set are both sharing the same line (that is, the same telephone number).

The use of Micro-Filter is necessary for each of the Telephone set(s) or Facsimile machine that are sharing the same line with your ADSL Ethernet Modem.

If you are connecting a Telephone set/Facsimile machine to the other Telephone Wall Socket, connect via a Micro-Filter. See the note at '**To connect to the ADSL line and Telephone Set**' section on the Easy Start documentation.

Q6 What is a POTS Splitter? Do I need to use it with the ADSL Ethernet Modem?

A6 (Purchase can be made from your dealer)
The POTS Splitter that comes with the Modem package has a built-in Micro-Filter. If you are connecting a Telephone set to the ADSL Ethernet Modem, you must connect via a POTS Splitter as illustrated in '**To connect to the ADSL line and Telephone Set**' section on the Easy Start documentation.

If you are not connecting a Telephone set to the ADSL Ethernet Modem, the use of POTS Splitter will not be necessary. You may connect the ADSL Ethernet Modem directly to the Telephone Wall Socket.

Q7 Can I connect my ADSL Ethernet Modem to a Broadband Router (for Multiple-Users)?

A7 Yes. The ADSL Ethernet Modem can be connected to a Broadband Router. Please configure your ADSL Ethernet Modem before proceeding to connect to the Broadband Router.

Q8 How do I configure my ADSL Ethernet Modem for Broadband Router?

A8 From your Web Browser, key in **connectrouter** at the the **Address** bar and hit <**Enter**>.
Allow sometime for your Modem to auto-configure and restart. During the process of restart, the **DSL** indicator will go off, followed by the **ETH/ACT** indicator. Once you see the **ETH/ACT** indicator lights up and **DSL** indicator flickers (and gets lighted up), it means that the restart process is completed. Please refer to your Broadband Router documentation on how to connect to the Internet.

NOTE! In Multiple-Users mode, you will not be able to use the commands startmodem, login and logout.

Q9 How do I configure my ADSL Ethernet Modem from Multiple-Users mode to Single-User mode?

A9 From the back of your ADSL Ethernet Modem, activate the reset button. For details on how to activate the reset, please refer to ADSL Ethernet Modem Overview section on the Easy Start documentation.

Q10 How do I verify the link between my Ethernet Card and my ADSL Ethernet Modem?

A10 To ensure that the connection between your Ethernet Card and ADSL Ethernet Modem is established, you may ping to the Modem to verify the link. Carry out the steps as follow:

1 From your Windows taskbar, click **Start** > **Run**.
2 In the text box, enter **ping 10.0.0.2 -t** and click **OK**.
3 You should see repeated strings of '**Reply from 10.0.0.2: bytes=32 ...**' running.

If you see '**Request timed out**' listing, it means that the link between your Ethernet Card and ADSL Ethernet Modem is not established. Ensure that you have already performed **Configuring Your Ethernet Network Card** section on the Easy Start documentation. Restart your system for the changes to take effect and try to ping again.

If the above settings are correct, ensure that your Ethernet Network Card and Ethernet Network cable is in working condition.

Q11 How do I verify the link between my ADSL Ethernet Modem and the Internet?

A11
1. From your Windows taskbar, click **Start** > **Run**.
2. In the text box, enter any http address, example, **ping www.yahoo.com -t** and click **OK**.
3. You should see repeated strings of '**Reply from x.x.x.x: bytes=32 ...**' running. (where **x** refers to the address of the www.yahoo.com website)
   Close the window.

Troubleshooting Guide:

Q1 The POWER light on my Modem does not light up.

A1 Check that the Power adapter is properly connected from your Modem (12V DC connector) to the Power Outlet. Make sure that the Power Outlet is also powered on.

If the above conditions are okay and the problem still persist, the power adapter or the Modem could be faulty. Please contact the Modem manufacturer.

Q2 The ETH/ACT light on my Modem does not light up.

A2 Carry out the checks in the following sequence:

i) Check that you have powered on your computer/notebook.

ii) Check that you have already connected the Ethernet Network cable from the Modem (ETHERNET port) to your computer/notebook.

iii) Ensure that you are using the Ethernet Network Cable that comes with the Modem package. If you are using a different Ethernet cable, make sure that it is a 'Straight' Ethernet cable type.

iv) Ensure that the driver for your Ethernet Network Card is properly installed and that you have already configured the Ethernet Network Card to '**Obtain an IP address automatically**' as described in the Easy Start documentation. (To verify if the driver for your Ethernet Network Card has been installed properly, please refer to the documentation that comes with the card).

If the above conditions are okay and the problem still persist, please contact the Modem manufacturer.

Q3 The DSL light on my Modem does not light up.

A3 Carry out the checks in the following sequence:

i) Check that the telephone cable is properly connected from your Modem (LINE port) to the Telephone Wall Socket.

ii) Check with your ADSL Service Provider whether your ADSL line has already been activated and whether the line is in good condition.

If the above conditions are okay and the problem still persist, please contact the Modem manufacturer.

Q4 The DSL light on my Modem keeps on blinking.

A4 Carry out the checks in the following sequence:

i) Check that the telephone cable is properly connected from your Modem (LINE port) to the Telephone Wall Socket.

ii) Check with your ADSL Service Provider whether your ADSL line has already been activated and whether the line is in good condition.

iii) Ensure that all your Telephone Sets that are sharing the same line with the ADSL are connected to a Micro-Filter. You may refer to the **Frequently Asked Questions** on '**What is a Micro-Filter? Do I need to use it with my ADSL Ethernet Modem?**'.

If the above conditions are okay and the problem still persist, please contact the Modem manufacturer.

Q5 'Page cannot be displayed' is prompted when I tried to login using both 'startmodem' and 'login'.

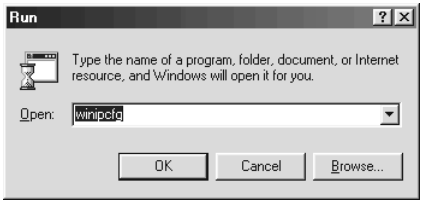
A5 Ensure that you have already cleared the History and cache for your Internet Browser. Proxy server at your Internet Browser has to be disabled in order to surf the net. For details, please refer to the section **Configuring Your Internet Browser** on the Easy Start documentation.

If you are still not able to login, try entering **10.0.0.2** at the Address bar to login. If the problem still persist, please do the following:

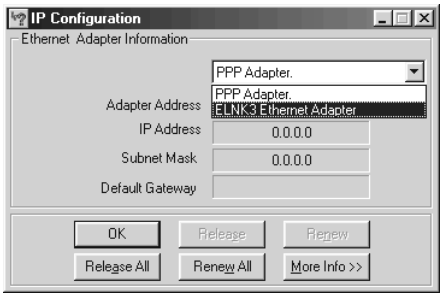
For Windows 98 / Windows Me users:
(Examples are based on Windows 98 Second Edition)

i) Click on Start > Run.

ii) On the "Open:" field type "winipcfg". Click on OK button.

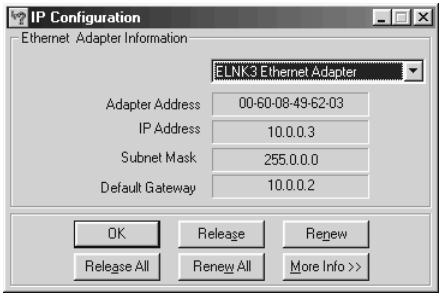


iii) Select your Ethernet Network Card Adapter name that is currently connected to your ADSL Ethernet Modem.



(If you do not see the model of your Ethernet Network Card adapter that is connected to your ADSL Ethernet Modem, please check that you have successfully installed the Ethernet Network Card in your system. An Ethernet Network Card must be installed before you can access to the Internet.)

iv) At the **IP Address** field, you should see the address 10.0.0.X (where X can be from 3 to 14).



If the IP address is not as specified, click on **Release** button followed by **Renew** button to refresh the IP Address. If you still are unable to get the IP address as illustrated above, please check that your network adapter is working properly.

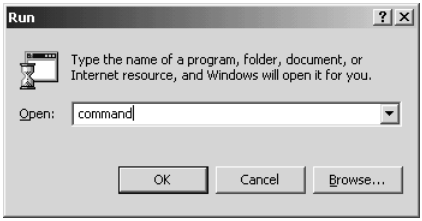
v) Click **OK**.

vi) Launch your Web Browser. On the **Address** bar, try to login again using '**startmodem**', '**login**' or **10.0.0.2**. If it fails again, please contact the Modem manufacturer.

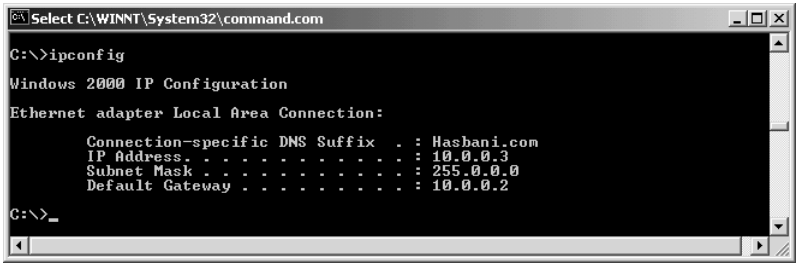
For Windows 2000 / Windows XP users
(Examples are based on Windows 2000):

i) Click on Start> Run.

ii) On the "Open:" field type "command".



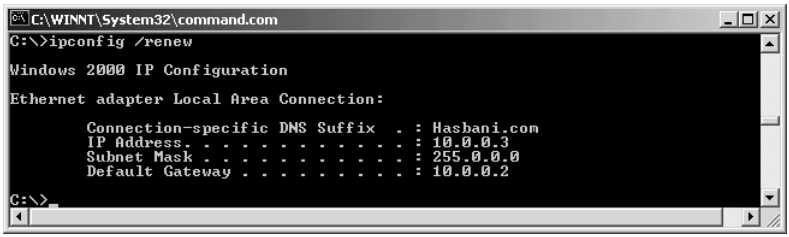
iii) At the following window, type "ipconfig" to check whether your system is able to communicate with the modem.



At the **IP Address** field, you should see the address 10.0.0.X (where X can be from 3 to 14).

If the IP address is something else, please try to type “ipconfig /release”.

When you see the the successful released message shown above, please type “ipconfig /renew”.



You should now see the IP Address displayed as 10.0.0.X (where X is from 3 to 14).

If the IP address is not as specified, check the setup carefully between the modem and the system and ensure your network adapter is working properly.

iv) Launch your Web Browser. On the **Address** bar, try to login again using ‘**startmodem**’, ‘**login**’ or **10.0.0.2**. If it fails again, please contact the Modem manufacturer.

Q6 I have already submitted my Username and Password at the Quick Start page. But my Connection Status keeps showing 'Not connected'.

A6 i) Please run the **Diagnostic Test**. If any of the test **FAIL**, click on the corresponding **HELP** to determine the problem. The solution is also provided on the **HELP** page. Proceed with the following check if all the tests **PASSED**.

ii) Check that you have entered the correct username and password. The username should end with *@ispname* as printed on the slip given by your ADSL Service Provider. Username and password are case-sensitive. Follow exactly to what is given to you by your ADSL Service Provider.

If the problem still persist, please contact your ADSL Service Provider.

Q7 My Connection Status shows 'Connected'. But I am still not able to surf the Internet.

A7 Please try other websites. The current webpage that you are trying to access could be down. Try again later.

Ensure also that your Proxy Server at your Internet Browser is disabled. Proxy server has to be disabled in order to surf the net. For details, please refer to the section **Configuring Your Internet Browser** on the Easy Start documentation.

Q8 I keep hearing noise on my telephone line.

A8 Ensure that all your Telephone Sets that are sharing the same line with the ADSL are connected to a Micro-Filter. You may refer to the **Frequently Asked Questions** on **'What is a Micro-Filter? Do I need to use it with my ADSL Ethernet Modem?'**

Q9 How do I know if my Modem is faulty?

A9 To verify if your Modem is faulty, please refer to the **Troubleshooting Chart** in this document.