



A guide to...

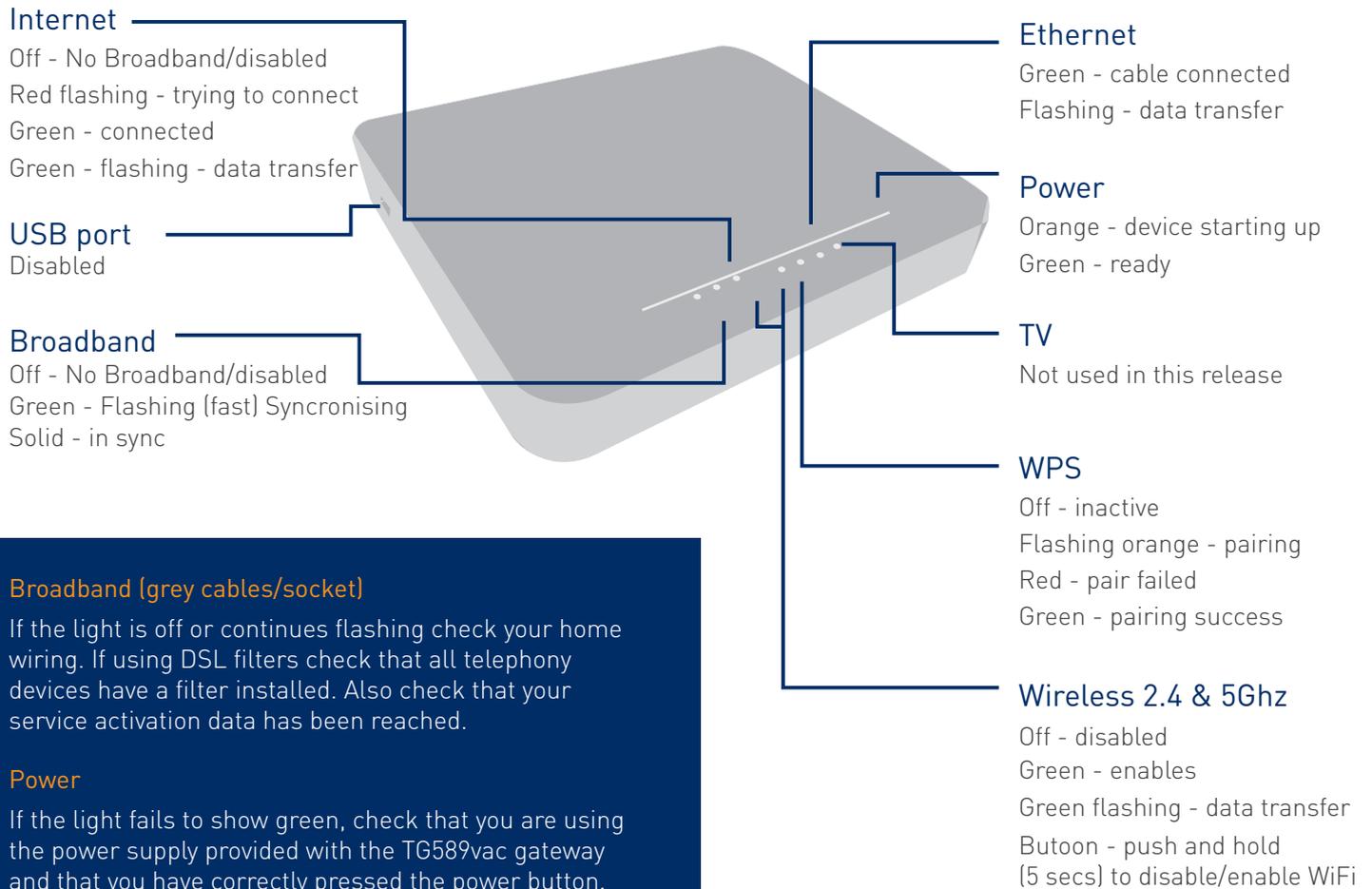
Broadband Troubleshooting.

No internet connection

ROUTER

Check the Power - power should a stable green light

If you are experiencing an issue with your internet connection, please follow the guide below to resolve the issue.



Broadband (grey cables/socket)

If the light is off or continues flashing check your home wiring. If using DSL filters check that all telephony devices have a filter installed. Also check that your service activation data has been reached.

Power

If the light fails to show green, check that you are using the power supply provided with the TG589vac gateway and that you have correctly pressed the power button.

Internet

If continually flashing red, check that your service activation data has been reached. Then login to the gateway at 192.168.1.1 and check that the broadband username and password are correctly entered.

Broadband Light

This is the Sync light. This should be a constant green. Slow blinking or completely off indicates the router is not picking up the broadband signal.

If the broadband light is flashing – please follow steps under the No Sync heading

Internet light - PPP is when the router has established an internet connection. Once a router establishes Sync it will then send an authentication request. If this is successful then the internet light will turn green. As the internet transmits data this will flicker whenever packets are sent/received.

If the broadband light is stable green – please follow steps under the Authentication Issue heading

If the broadband light is stable green and also has a green internet light, this indicates the broadband connection to the router is all working. Please check your internal equipment for example your PC, laptop or wireless devices.

No Sync

If the Broadband light is flashing, please follow these options below:

1. Is the line getting a dial tone?

If not, then this indicates a possible line fault. Any line fault present on the line will adversely affect the internet connection. Please refer to the Phone Troubleshooting Guide for no dial tone.

2. Reboot your equipment

Many connection issues are simply resolved by rebooting your router – which is simply shutting down and turning your router and computer off and back on again. To do this power down your router first by unplugging from the socket. Wait 30 seconds and then plug it back in and wait for it to finish booting up. If this doesn't help, reboot both your router and computer.

3. Check cabling/setup

If the line does have a dial tone, you can continue checking the setup. Ensure all cabling is plugged in correctly into the BT master socket. If the router plugs into a microfilter, please replace this to eliminate a faulty microfilter.

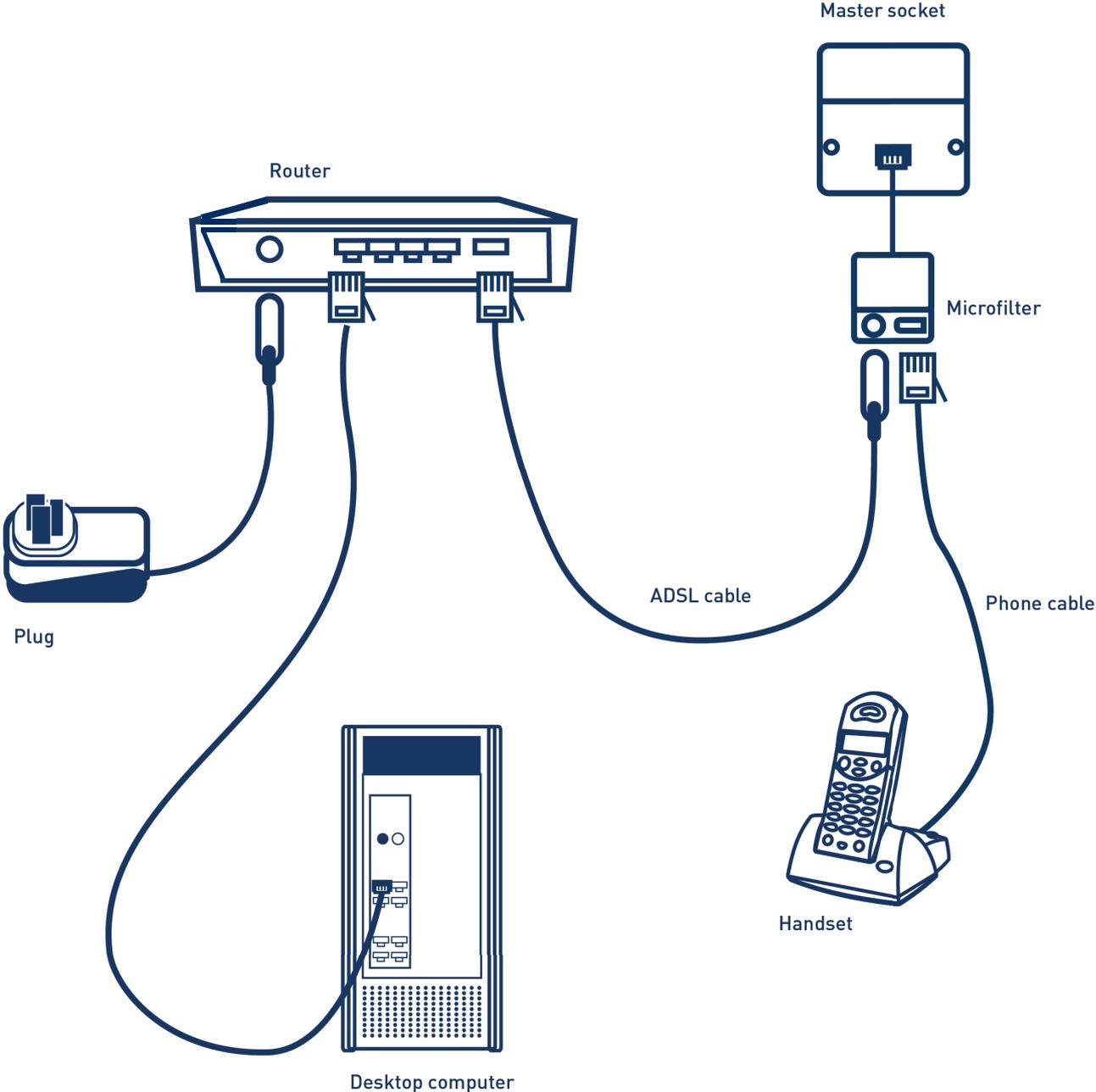
4. Check from the test socket

Please refer to instructions for Phone Troubleshooting – Test Socket

5. Test with a different router

If possible test with an alternative router. The most common cause of internet problems is faulty equipment. Borrow or swap the router and configure it with your connection details.

Setup diagram



Authentication Issue

If the broadband light is constant green and the router is showing a Red internet light, please follow steps below.

1. Reboot router

Many connection issues are simply resolved by rebooting your router – which is simply shutting down and turning your router and computer off and back on again. To do this power down your router first by unplugging from the socket. Wait 30 seconds and then plug it back in and wait for it to finish booting up. If this doesn't help, reboot both your router and computer.

2. Reset the router

Carry out a pin hole reset; on the back of the router, you will find a small port, you will need a pin to push into this hole for 30 seconds. The lights will flicker off and then you will need to wait two minutes whilst the router sets up. Please note carrying out a pin hole reset will wipe out any LAN configuration you may have setup.

3. Configure the router

If you are using the Technicolor router supplied by Daisy, please follow the Router Configuration Guide relevant for your router. You will need your username/password for configuration settings.