



Why am I having trouble accessing the Internet?

There are three possible reasons you cannot connect: modem issues, physical link issues, and end user device issues. Here we will help you troubleshoot possible modem or physical link issues.

1. Turn off the modem. Wait 5 seconds and turn it back on, then wait 2 minutes for the system to fully restore before trying to get online again. If this does not help, or you find you need to do this on a regular basis, continue reading or call our office for assistance. **DO NOT INSERT OBJECTS INTO THE RESET PINHOLE.**
2. Check the lights and cords on the modem. Details are provided for our primary modem models on the following pages:
3. Make sure your modem has adequate ventilation. Do not stack materials on your modem or place it on top of your computer where it may overheat. If you believe your modem may have overheated, give it adequate ventilation where it won't get hot, wait 5 minutes and try again.
4. Run several speed tests. After running 5 to 10 speed tests you should have gotten consistent results comparable to the speed you are paying for. If you did not get consistent results, there is likely a physical link issue; please call our office for assistance. The speed test also stores a history of all tests performed so the technicians can review them if you don't recall the results.

Still not working? Please call our office for assistance.

Haviland: 800-339-8052

Conway Springs: 800-287-7905

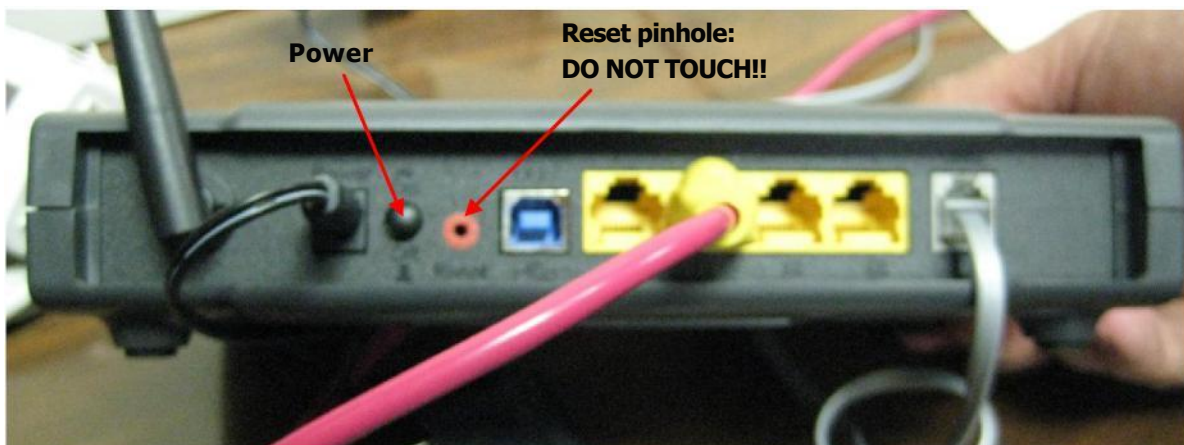
COMTRENDS CT-5361T



Light 1, Power: should be green and solid
Lights 2-5, LAN (4, 3, 2, 1): should be green and blinking as data is transferred for each device plugged in
Light 6, WLAN: should be green and blinking as data is transferred.
Light 7, USB: will not be lit unless in use.
Light 8, ADSL: should be green and solid.
Light 9, Internet: should be green and blinking as data is transferred. If the light is red, modem has lost its settings; please call our office for assistance.

Cords are color coded to modem.

Ethernet cable (yellow/red in this picture) goes from one of the 4 ports to your computer/device. Base cord (gray in this picture) goes from single DSL port the DSL jack on the wall.



Black cord is for power



AR-5312u

WiFi/WPS button: Do not touch this button. It will disable your wireless connection.

Light 1, Power: should be green and solid

Lights 2-5, ETH (4, 3, 2, 1): should be green and blinking as data is transferred for each device plugged in

Light 6, WPS: should be green and blinking as data is transferred.

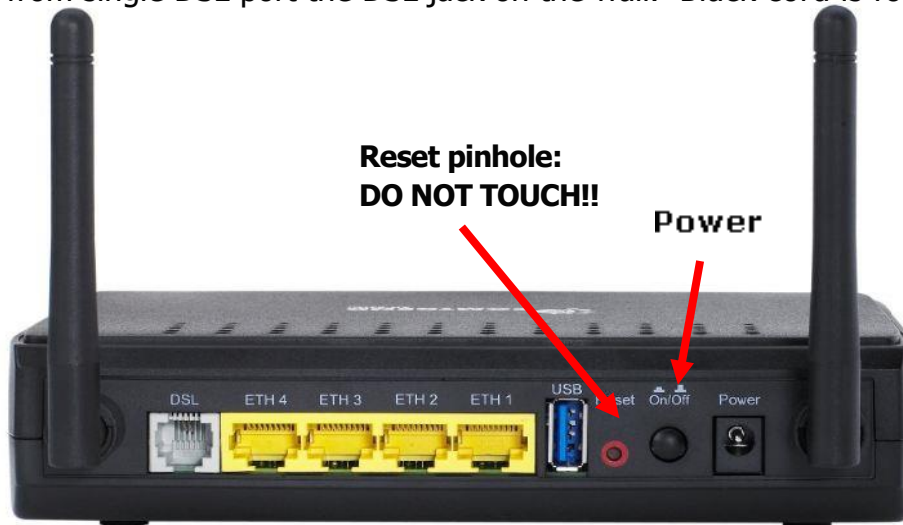
Light 7, WiFi: should be green and blinking as data is transferred. If not on, hold Wifi button on front until light comes on – up to 15 seconds. If light is on, test other wireless devices and hardwire.

Light 8, USB: will not be lit unless in use.

Light 9, DSL: should be green and solid.

Light 10, Internet: should be green and blinking as data is transferred. If the light is red, modem has lost its settings; please call our office for assistance.

Cords on back are color coded to modem: Ethernet cable (yellow or red) goes from one of the 4 ETH ports to your computer/device. Base cord (usually gray) goes from single DSL port the DSL jack on the wall. Black cord is for power.





Also comes in white

WiFi button: Do not touch this button. It will disable your wireless connection.

WPS button: This button is disabled.

Light 1, Power: should be green and solid.

Lights 2-5, ETH (4, 3, 2, 1): should be green and blinking as data is transferred for each device plugged in.

Light 6, WPS: should be green and blinking as data is transferred.

Light 7, WiFi: should be green and blinking as data is transferred. If not on, hold Wifi button on front until light comes on – up to 15 seconds. If light is on, test other wireless devices and hardwire.

Light 8, unlabeled: will not be lit unless USB in use.

Light 9, DSL: should be green and solid.

Light 10, Internet: should be green and blinking as data is transferred. If the light is red, modem has lost its settings; please call our office for assistance.

Cords on back are color coded to modem: Ethernet cable (yellow or red) goes from one of the 4 ETH ports to your computer/device. Base cord (usually gray) goes from single DSL port the DSL jack on the wall. Black cord is for power.



NexusLink 3112u



WiFi button: Do not touch this button. It will disable your wireless connection.

WPS button: This button is disabled.

Light 1, Power: should be green and solid

Lights 2-5, ETH (GB, 1, 2, 3): Should be green and blinking as data is transferred for each device plugged in

Light 6, WPS: should be green and blinking as data is transferred.

Light 7, WiFi: should be green and blinking as data is transferred. If not on, hold Wifi button on front until light comes on – up to 15 seconds. If light is on, test other wireless devices and hardware.

Light 8, DSL 1: should be green and solid.

Light 9, DSL 2: should be green and solid.

Light 10, Internet: should be green and blinking as data is transferred. If the light is red, modem has lost its settings; please call our office for assistance.

Cords on back are color coded to modem: Base cord (usually gray) goes from single DSL port the DSL jack on the wall. Ethernet cable (yellow or red) goes from one of the 4 ETH ports to your computer/device. Black cord is for power.

