

Setting up & Trouble Shooting Your DSL

1) Types of DSL modems:

- **Fujitsu Speedport**

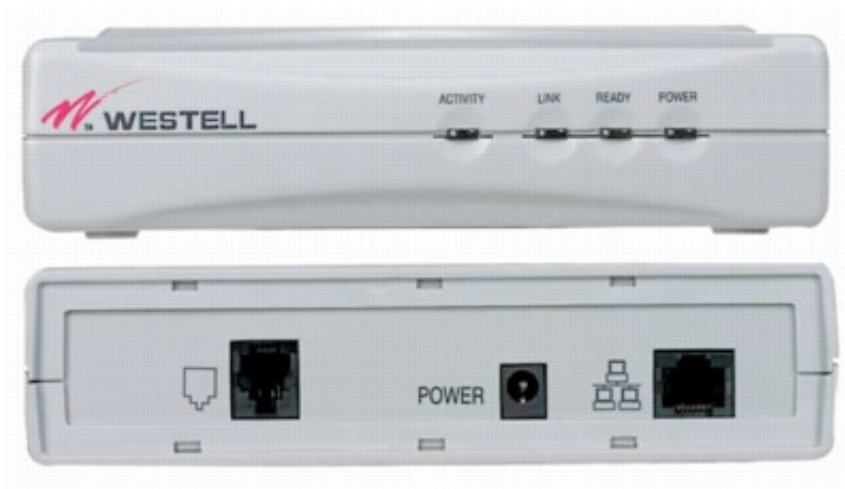


The one above is a recent version. The speedports have other types of case but the indicator lights are the same despite this.

The "Modem" light corresponds to the DSL circuit connection from Verizon to IntNet.

The "Data" light corresponds to the connection to your computer or router.

- **Westell Wirespeed**



There is a version of the Wirespeed which also has a USB (Universal Serial Bus) port as well. The example above just has an ethernet port (one on far right of the lower image).

The "Ready" light corresponds to the DSL circuit connection from Verizon to IntNet.

The "Link" light corresponds to the connection to your computer or router.

The "Activity" light indicates that data is being transferred and will blink intermittently.

- 2) IntNet provides your access to The Internet. Verizon provides the circuit from you to IntNet.
- 3) We have provided a troubleshooting guide (below) in case you are having a problem getting out on The Internet.
- 4) IntNet provides information for configuring your computer(s), or router and we assign you a fixed internet address(es). We can walk you through the process of configuring your computer, but we do not give assistance nor advice about configuring a router. We can refer you to technical experts who can assist you regarding routers if you do not have your own.
- 5) We cannot provide assistance for hardware or software problems.
- 6) If there is a problem on our end we will tell you.
- 7) IntNet Technical Support can be reached by calling: 727-442-0114, Ext. 231, or by e-mail: support@intnet.net.
- 8) If there is a problem with the Verizon circuit we will advise you of this and refer you to Verizon DSL Repair so they can conduct tests to find out why and fix it.
- 9) Verizon DSL Repair can be reached by calling: 1-888-391-1234.

What Do I Do If My DSL Is Not Working?

Check the status lights on your DSL

Is the "Link" or "Data" solid green?

If not, check the cable connection between the DSL modem and your computer/router to ensure it is plugged in on both ends.

If it is correctly plugged in, the cable might be defective or, if you are using a router there may be a problem with the router.

If there may be a problem with your router then consult with your Network Administrator or the computer technician that installed your network.

Is the "Ready" or "Modem" light solid green.

If it is not solid green or is blinking, or red, there may be a problem with the Verizon DSL Circuit.

Sometimes, with the Fujitsu Speedport only, the "Modem" light can have a solid green light, but the Verizon circuit may still have an interruption. Call IntNet Technical Support: 727-442-0114, Ext. 231 for advice on how to handle this.

I have solid green lights but can't get out on The Internet.

You may have lost synchronization with the switch in your phone company Central Office.

1. Unplug the power cable from the back of the DSL modem.
2. Power down your computer.
3. Plug the power cord back into the DSL modem.
4. Re-start your computer and try to get onto The Internet.

If this doesn't handle the problem call IntNet Technical Support: 727-442-0114, Ext. 231 for advice on how to handle this.

My connection is slow or boggy.

You may have lost synchronization with the switch in your phone company Central Office.

1. Unplug the power cable from the back of the DSL modem.
2. Power down your computer.
3. Plug the power cord back into the DSL modem.
4. Re-start your computer and try to get onto The Internet.

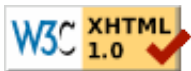
If this doesn't handle the problem call IntNet Technical Support: 727-442-0114, Ext. 231 for advice on how to handle this.

I have a router.

In order to troubleshoot the Verizon circuit the router must be disconnected from the DSL

1. Disconnect the ethernet cable from the DSL modem that runs to the router.
2. Plug this cable straight into the ethernet port of a single computer.
3. Configure the network card of this computer with the IP numbers and DNS information assigned to you by IntNet.

If you don't know these numbers or how to do this call IntNet Technical Support: 727-442-0114, Ext. 231 for advice on how to handle this.



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