

Connection Troubleshooting

If you're unable to connect to the Internet...

▶ Using Dial-Up:

1. Shut down your computer. Wait 30 seconds, and turn it back on.
2. Unplug the phone line from your computer's modem and the phone jack and plug it back in.
3. Dial in with a new access number. Make sure the number is formatted in TotalAccess® or your computer's dialer exactly as you would dial it from your phone (i.e., include a "1" and/or area code if necessary).
4. Check your voicemail for an alert. These alerts can interfere with dial-up connections.

▶ Using DSL:

1. Make sure all cables (phone, Ethernet, power) are securely connected.
2. Verify that the DSL phone cord you are using is the one provided with your DSL modem and that it is directly connected to the dual-jack DSL filter.
3. Power-cycle your modem: Try turning off your modem (or unplugging it) and your computer for 30 seconds. Turn on the modem first, wait 30 seconds, then turn on the computer.
4. Make sure your modem is not on, or near, electrical devices, such as your monitor, speakers, cordless phone/base, or halogen light. These devices may interfere with your DSL signal.

▶ Using Cable:

1. Power-cycle your modem: Turn off and unplug your modem from the power supply and cable line then shut down and turn off your computer.
2. Wait 30 seconds. Plug the modem back in to the power supply and cable line and turn it on. (If your modem doesn't have an ON/OFF switch, plugging it in is sufficient.)
3. Wait another 30 seconds, and turn on your computer.