

# ADSL TROUBLESHOOTING GUIDE

Step by Step Instructions on How to Get Your  
Radiant ADSL up and Running Quickly



## Please follow these Steps:

### **1. Reboot the ADSL Modem.**

Internet issues can often be solved by rebooting the ADSL modem, allowing it to “re-sync” onto the ADSL signal.

- At the back of the modem, there may be a power button. Press the button, wait for 15 seconds while ensuring the modem lights turn off, then press the button again to turn the modem on. (You should see all the lights on the modem blink as it reboots).
- If your ADSL modem does not have a power button, simply find the power cord attached to the modem (usually a black power cable similar to most electronic devices) and unplug that cable from the power outlet in the wall. Wait 15 seconds, then plug it back in. You could even try plugging this into a different power outlet.

### **2. Check the cables.**

Sometimes, cables can come loose or are accidentally unplugged.

- Look at the modem and ensure that all the cables that go into the modem are tight in their sockets and that there is nothing obviously unplugged.
- Check that those same cables going to the modem are plugged into something at the OTHER end. (The phone line goes to a phone jack or splitter, the power cord goes to a power outlet, the thick network cable plugs into a PC, switch, or router).

### 3. Check for Dial-tone.

In most cases, there needs to be a dial-tone (the sign of a working phone line) for the ADSL to function.

- If possible, check to see if the phone line is working by plugging in a regular analog telephone into the same phone jack (or splitter) that the phone line from the modem usually plugs into. Do you hear a dial tone on this line?
- If you know that the ADSL line shares the same phone line with your Fax machine, try to fax something. Does it work?
- Check the phone line and Jack to ensure that they are not damaged and that they are plugged into their sockets correctly.

If you are still having internet connectivity issues please contact our Radiant Customer Care Department at 1-877-257-0555.