

quick troubleshooting guide

No one likes to have their internet access down. Here are a few tips you can try which will usually get you back up and running.

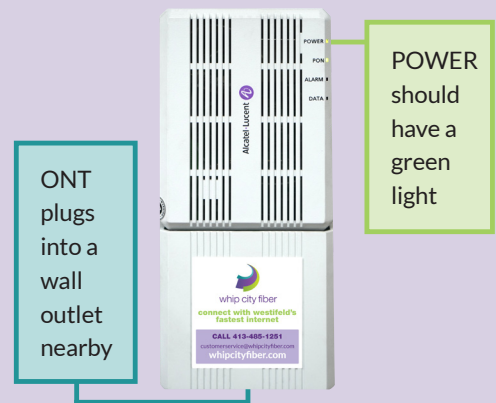
- 1** Make sure your router is plugged in—also check any power strips, GFCI outlets, and light switches to make sure the power is on. We know it sounds crazy, but many times the fix is as simple as this!
- 2** Check to see that the ethernet cable is securely connected from the wall jack to the WAN port on the back of the modem. Sometimes tech support is about the little things.
- 3** Simply unplug the router from the wall, wait 60 seconds, and then plug it back in. Seems too easy, doesn't it?



ADTRAN 834-5 GATEWAY ROUTER

still having trouble? try this...

- 4** If that doesn't do the trick, and you're feeling ambitious, try doing the same thing with the ONT (usually in your basement). Unplug from the power outlet, wait 60 seconds, and then plug it back in. Or give the Tech Team a call so they can help you out.



OPTICAL NETWORK TERMINAL (ONT)