

Troubleshooting Guide

This section provides a step-by-step solutions to problems that you may encounter when setting up or using your ADSL Ethernet Bridge Modem.



I am not getting any connection. The ADSL Link indicator keeps blinking.



- i) Ensure that your ADSL line is already activated by your ADSL Service Provider.
- ii) Check that the Telephone cable (RJ-11) is connected to the **LINE** jack on your modem and not to the **PHONE** jack.

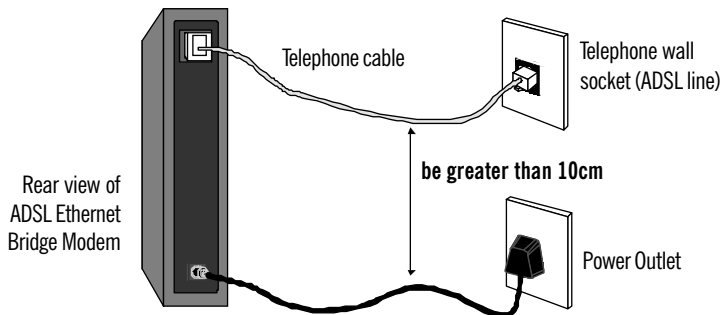
If the problem still persist, please check with your Internet Service Provider.



I am getting poor ADSL speed performance from my modem.



- i) Ensure that the **ADSL line** is at least 10cm away from the **Power adapter**.



- ii) Place your modem away from devices or appliances such as monitors, exposed computer systems (with chassis covers removed) or another modem which exhibit magnetic fields that may cause interferences to your modem line.
- iii) Ensure that **Micro-Filters** are used for phone sockets that are sharing the same ADSL line.

If your modem speed or performance is still unsatisfactory, please contact your ADSL Service Provider.



My WinPoET dialer seems to hang at the status 'Connecting to communications device.'



Verify the following:

- i) Your modem is connected to the Telephone Wall Socket (ADSL line).
- ii) The Power Outlet connected to the modem is powered on.
- iii) The Ethernet cable is connected from your modem to your Ethernet card.

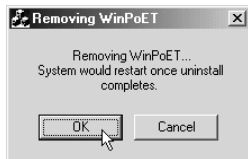
For any re-connections made, allow some time for system to re-establish the Internet link. If the connection still fail, please run the DSLTEST. See **Frequently Asked Questions, 'How do I run the DSLTEST'**.



I cannot uninstall WinPoET from Add/Remove Programs and reinstall WinPoET again.



Locate a **Clean** folder on your Installation CD. Double-click on **Clean.exe** from the folder. You should see the following window. Click **OK** to proceed.



Follow on-screen instructions. Restart your system once the cleaning up of the WinPoET's files and registry entries are completed. You can now reinstall WinPoET again.



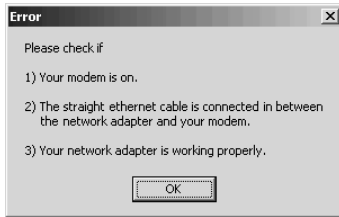
A blue screen suddenly popped up, indicating *PgDetect.exe* is the cause of the problem.



Refer to the above solution '**I cannot uninstall WinPoET from Add/Remove Programs and reinstall WinPoET again'** to reinstall your WinPOET.



The following error message is prompted when I run the DSLTEST.



- i) Follow the error message instructions that is prompted on your screen.
- ii) Check your Ethernet connection by referring to the manual **Step 1.1 - Connecting to the Ethernet**. Ensure that you are using the same kind of Ethernet cable that comes with your modem package.
- iii) Click **OK** and run the DSLTEST again.



The following error message is prompted when I run the DSLTEST.



You will not be able to use this feature if it is not supported by your Internet Service Provider.