

COMMRICH BROADBAND

MODEM TROUBLESHOOTER

This document is for users of CommRich ADSL modem hardware.

MODEM TROUBLESHOOTING

Modem LED indicators

The EZ Connect ADSL USB Modem has two LEDs on the top panel, one is marked "Data" and the other "Power." The operational status of the modem is indicated by the LED conditions listed below.

LED	Status	Description
Data	Flashing	Indicates the modem is synchronizing its ADSL/ATM link with the head end.
	On	Indicates an ADSL/ATM link has been established on the RJ-11 port.
Power	On	Power is being supplied to the modem via the USB bus.

No connection

If you cannot connect, try the following:

Check the phone and USB cables for wear or loose wires and replace any defective cables if necessary. Make sure the cable is securely attached to the modem's RJ-11 port and that the modem is connected to the ADSL service provider via the microfilter.

If the PPP connection fails to respond, hang up and dial again. PPP may fail to connect when you first dial in due to synchronization problems.

If the Data LED is off, review the driver installation process to be sure that the driver was correctly installed. Make sure the correct software driver was installed for the correct operating system.

A failed or aborted installation may leave some system files or drivers that interfere with a new installation. If necessary, remove the EZ Connect ADSL USB Modem driver, and try reinstalling it.

BT test login

BT have a test login that could be used to identify if a particular problem is with the hardware or with our broadband service. If you are experiencing intermittent problems with your connection, test the connection using this alternative login.

The login is:

Username = *bt_test@startup_domain*

Password = *blank*

Once authenticated, you can browse to a single site, "<http://www.bt.net/digitaldemo>" which currently consists of a single graphic image. If you can connect with this, you can confirm that any problems are not caused by the broadband hardware.

Modem Driver updates

Driver updates can be downloaded from the SMC website:

http://www.smc.com/index.cfm?action=tech_support_drivers_downloads

Troubleshooting procedure

Before reporting a fault, please complete the following troubleshooting procedure:

1. Does your telephone still work? If not, call BT retail and have them fix the line?
2. Are you getting an ADSL sync with the local exchange, typically indicated by a flashing light?
3. If there is an ADSL sync? If so, try logging in with 'bt_test_user@startup_domain' (with no password). Then try to access <http://www.bt.net/digitaldemo> with your browser.
4. Is there any non-ADSL equipment on the line, eg. a fax? If so, does it have a microfilter installed? Try unplugging the non-ADSL device and then test your broadband connection again.
5. If you have an extension, try plugging the line directly into the master socket without the extension. Does that make a difference?
6. Has another ADSL modem been tried? If so, does this make a difference?
7. Has another microfilter been tried? Does this make a difference?
8. Has ADSL ever worked?

Provide a description of the fault ie. can't download web pages, slow connection?

When reporting a fault, please ensure the end user leaves the ADSL equipment connected to the line and powered up (including PC if relevant).

Please provide the following information: customer name, order number, line number and username.

Hardware faults

CommRich cannot support the modem and router hardware. Customers should contact the **SMC technical support department**:

This is the recommended procedure:

- If you have confirmed that your hardware is faulty please call SMC technical support department on the number below, to report the faulty hardware.
- If you need a new unit, you will be given a unique web address from which you must print out a label to attach to the front of the packaged hardware. This includes a unique barcode and reference; and allows the article to be posted by Business Post, free of charge.
- A new unit will be dispatched to you on the same day the faulty hardware is received. The whole process takes between 3-5 days.

There are no charges for this support service.

Tel: 0118 974 8700

Fax: 0118 974 8701

Email: european.techsupport@smc-europe.com

Opening times: 8:00 AM - 5:30 PM (UK time)