Overview

This troubleshooting and setup guide was created to assist you in ensuring the continued maintenance of your Internet connection with the Efficient SpeedStream 5100-b modem and other related equipment.

This document offers you the first line of troubleshooting should you experience a connection problem. It also provides you with instructions for modem setup. We recommend you print this guide prior to beginning the process of troubleshooting, as you may have to shut down your computer several times, and may need to walk around your household to check your DSL filters.

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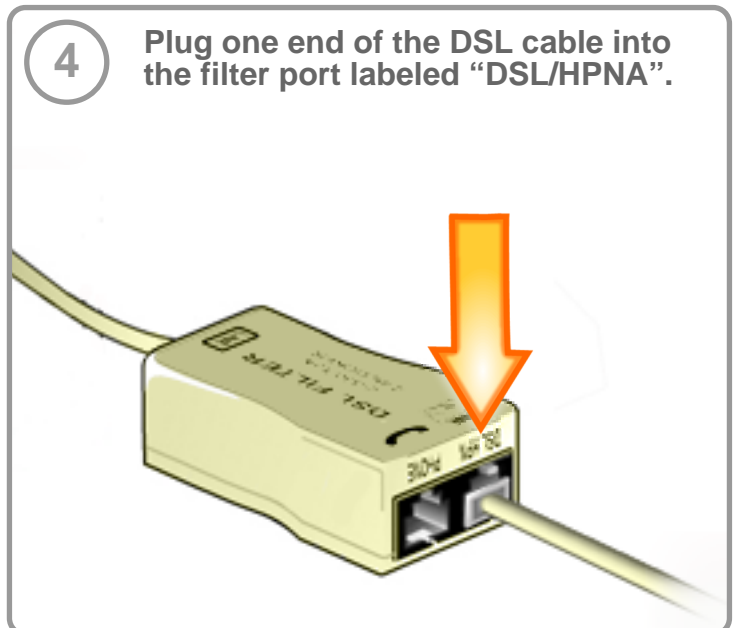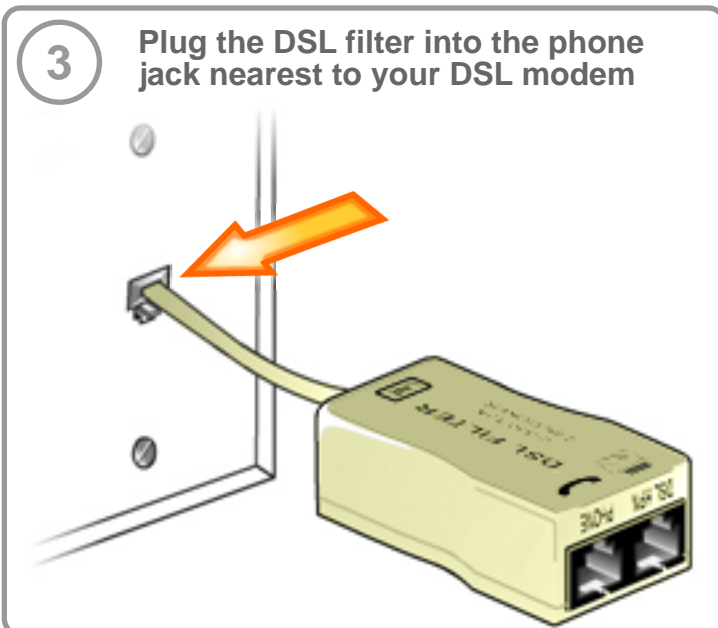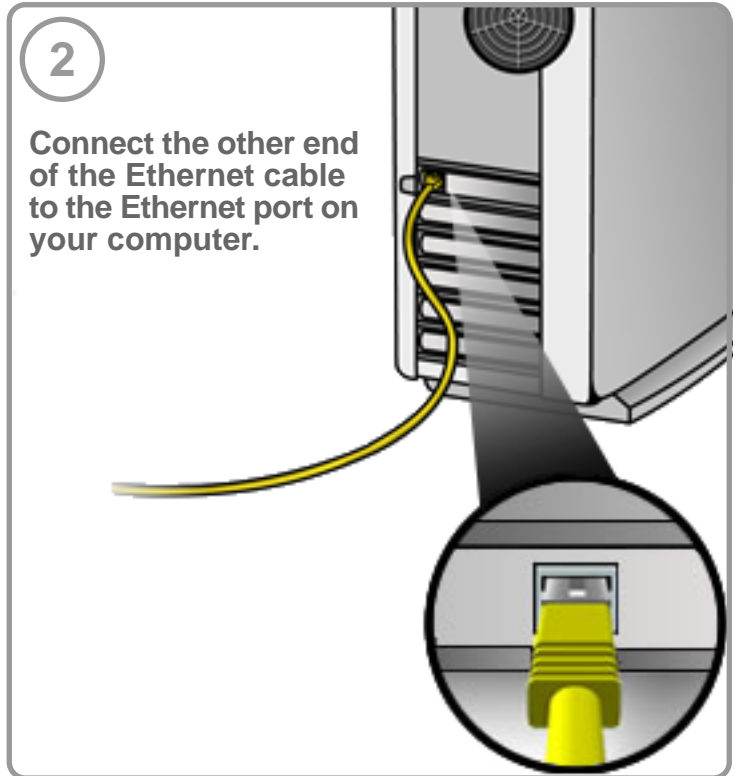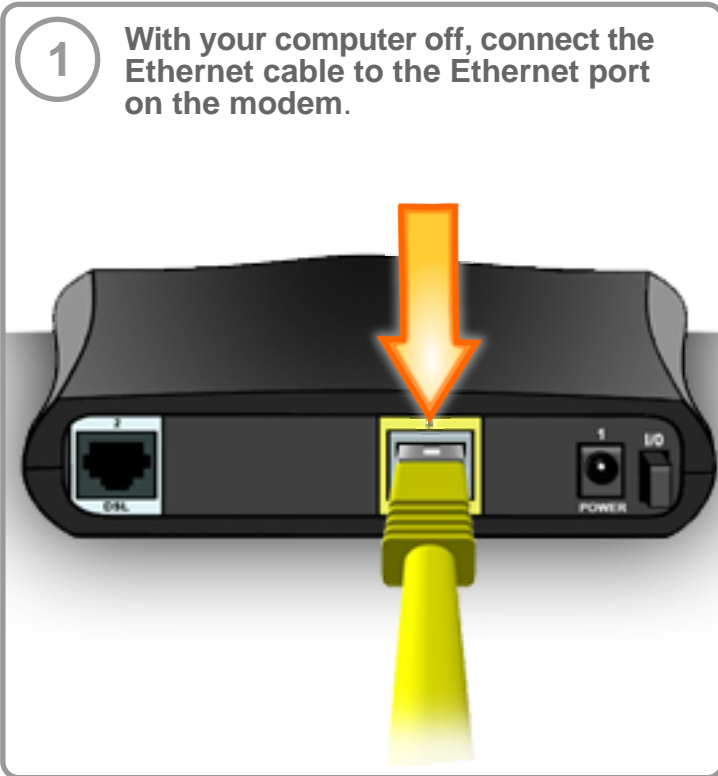
II. Power cycling your DSL modem

The first step to resolving connectivity issues is to reboot your computer and power cycle your DSL modem and/or router. This is the first step that our customer care agents will walk you through when you call technical support with a connectivity problem. You may save yourself some time by trying this step first before calling customer service.

1. Turn off the modem using the on/off switch (*Figure 1*)

2. If you are using a router, hub or other networking devices, turn all of them off.

3. Make sure you save any necessary files prior to turning you computer off. Turn off the computer connected to the DSL Internet modem.

4. Leave all devices un-powered and off for at least 10 seconds.

5. Turn the computer back on. The computer will go through the standard boot-up process. Wait until these have been completed.

6. Turn the modem (and other related devices, such as router or hub) back on. The modem lights will flash green as the modem establishes the DSL connection.


Figure 1
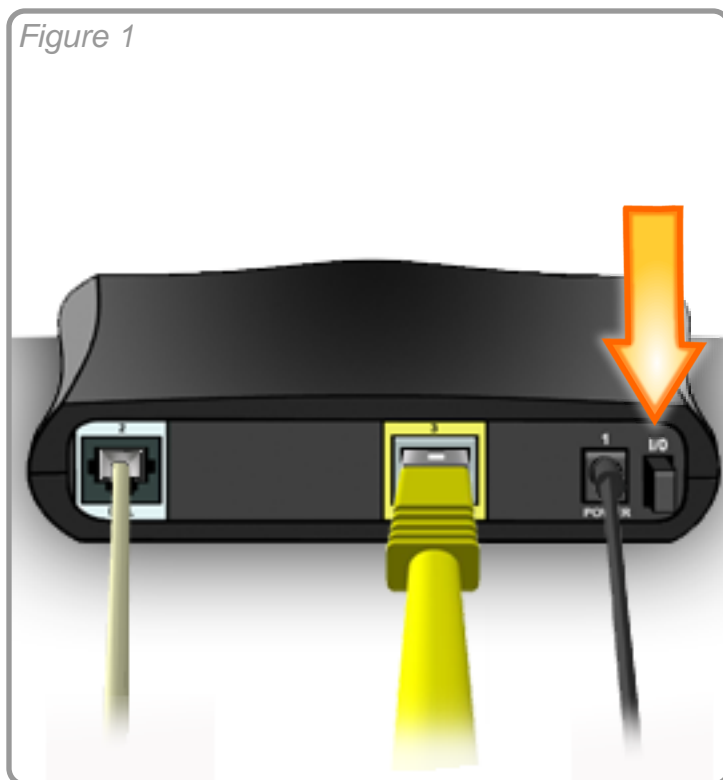
III. Check your DSL modem setup

Use the set up instructions and images below to make sure that your Efficient SpeedStream 5100-b modem is set up properly.

1 With your computer off, connect the Ethernet cable to the Ethernet port on the modem.

2 Connect the other end of the Ethernet cable to the Ethernet port on your computer.

3 Plug the DSL filter into the phone jack nearest to your DSL modem

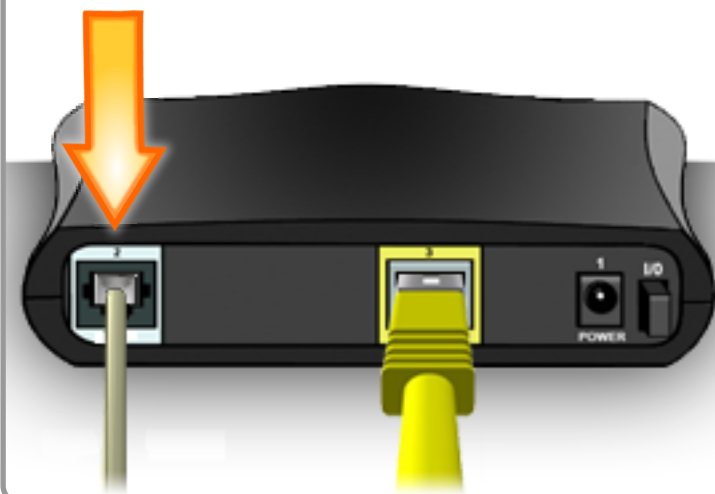**4** Plug one end of the DSL cable into the filter port labeled "DSL/HPNA".

5 If you have a phone, fax machine, analog modem, or other phone device in this location, plug it into the side of the fitler that is labeled "PHONE".
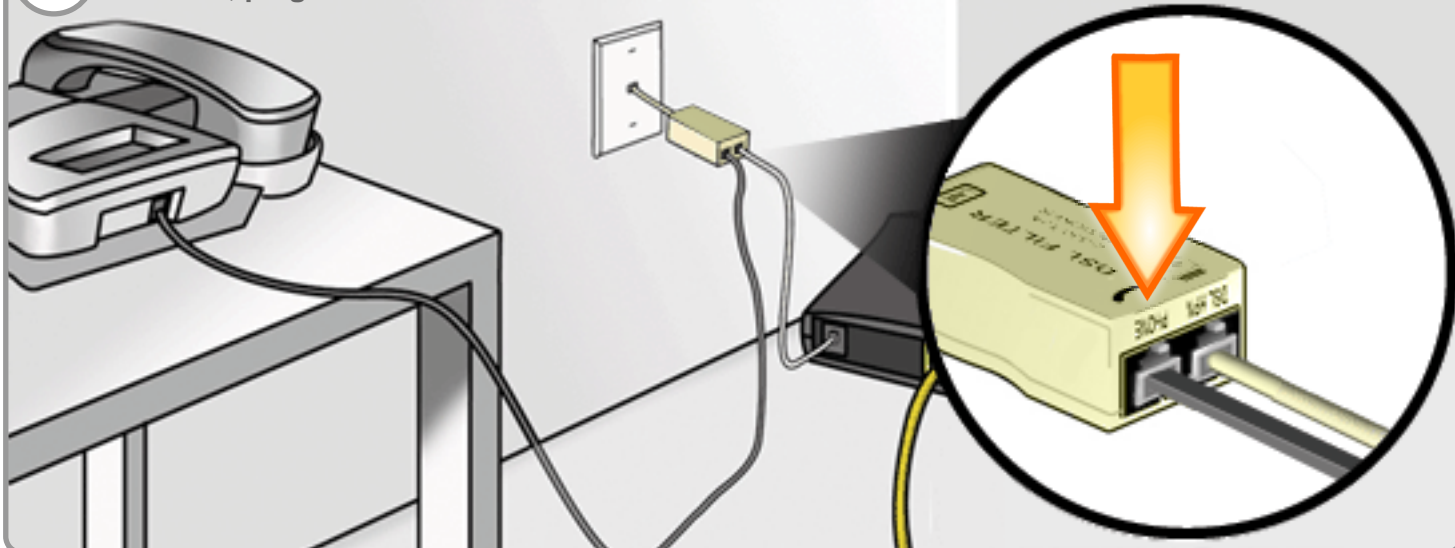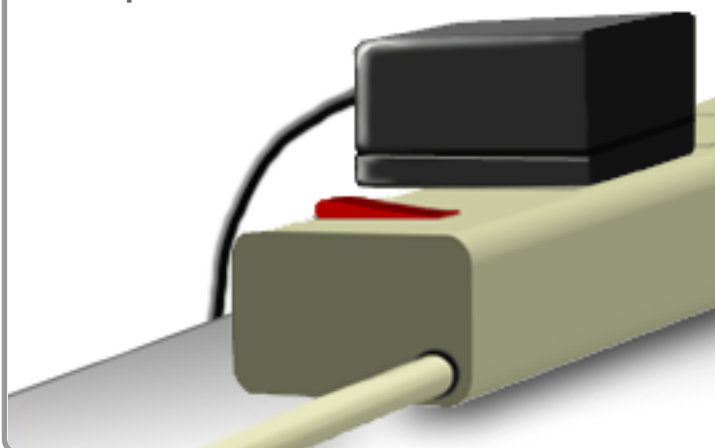
6 Plug the other end of the DSL cable into the DSL port of your modem.

7 Plug the power adapter into a power outlet. In order to ensure proper protection of your equipment, we recommend the use of a surge protector.

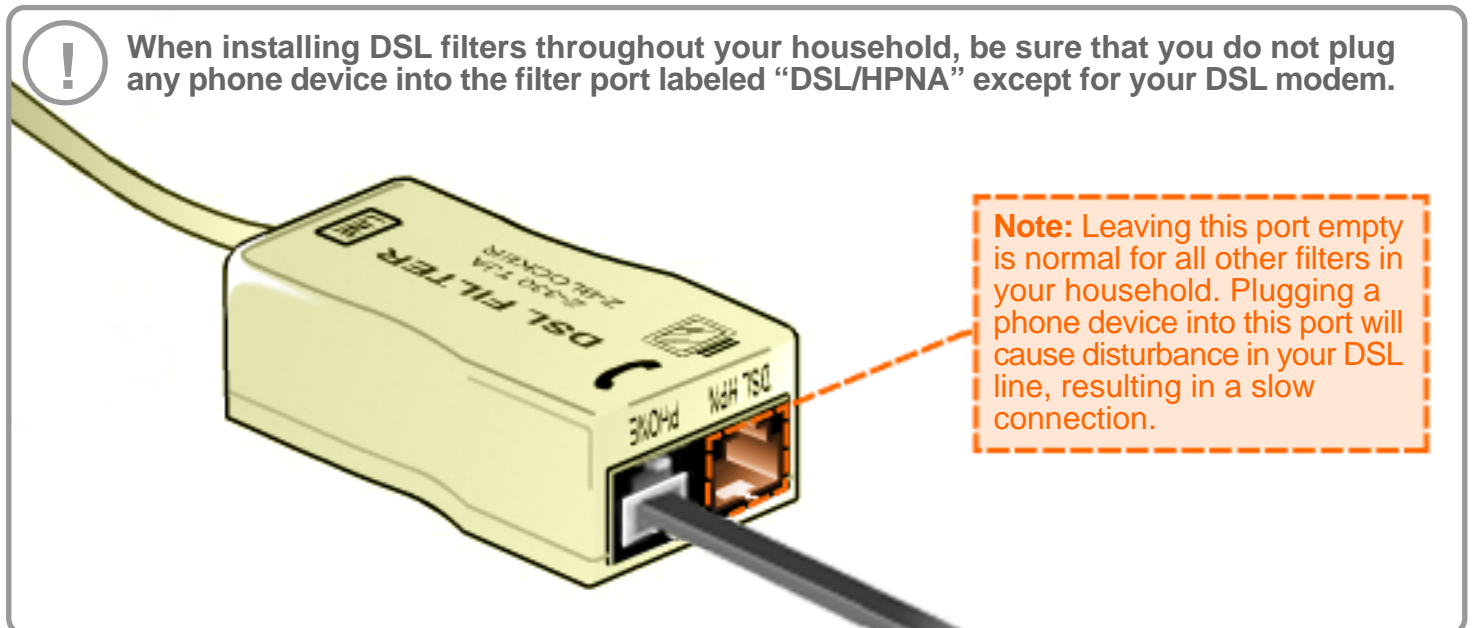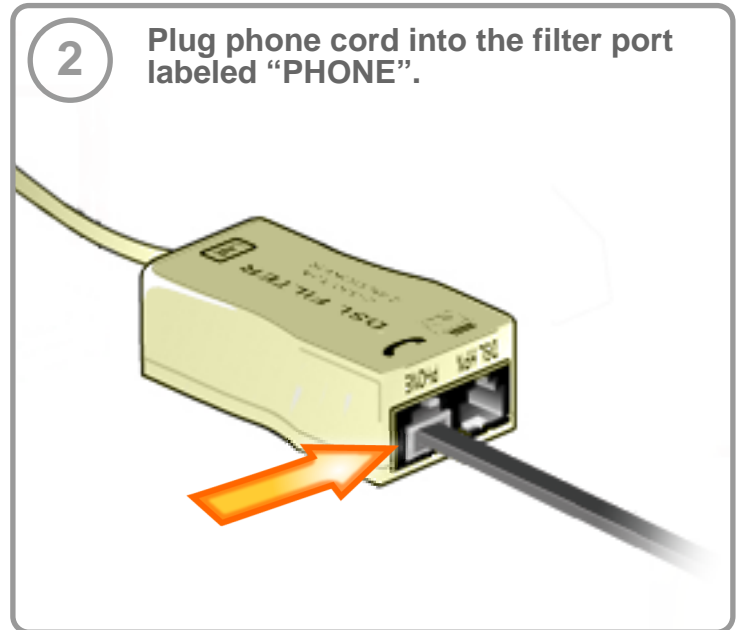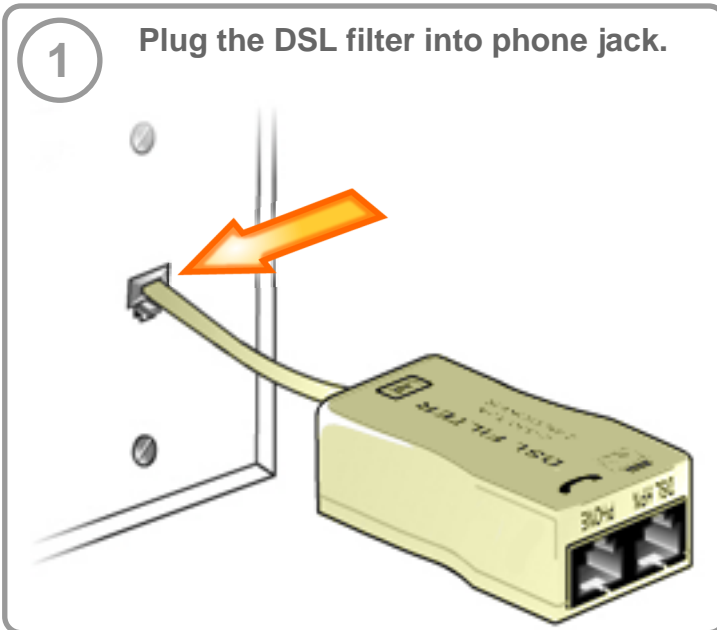**8** Plug the other end of the power cable into your DSL modem.

9 Power on your computer, and power on your modem by pressing the power switch.

SpeedStream

Power   Ethernet   DSL   Internet   Activity

IV. Check your DSL filters

All phone devices throughout your household, such as telephones, fax machines, caller ID boxes, dial up modems, TV set top boxes, or any other phone device that connects to a DSL phone line will require a filter. DSL filters prevent noise from disrupting the DSL signal on the phone line. If you don't have enough DSL filters for your household, you can purchase more by visiting www.sbcdslstore.com .

1 **Plug the DSL filter into phone jack.**

2 **Plug phone cord into the filter port labeled "PHONE".**

! **When installing DSL filters throughout your household, be sure that you do not plug any phone device into the filter port labeled "DSL/HPNA" except for your DSL modem.**

Note: Leaving this port empty is normal for all other filters in your household. Plugging a phone device into this port will cause disturbance in your DSL line, resulting in a slow connection.

V. Interpreting your DSL modem lights

After you have tried power cycling your DSL modem, checking your setup and checking your DSL filters, you should look at the lights on the front of the modem panel to check your connection status.

1. When powering up the modem, all five lights will be green for approximately 30 seconds. Observing the Power light, make sure that the power self-test completes successfully and the light turns a steady green.

2. Make sure that the modem is synchronizing with the DSL line by checking the DSL light. It may take up to 70 seconds for the modem to synchronize, then the DSL light should turn a steady green.

3. Verify that the modem is properly wired to your computer's Network Interface Card (NIC) by checking that the Ethernet light is a steady green.

4. Check that your modem is sending and receiving data by observing the Activity light. It will vary between steady and blinking green light when the modem is transmitting data.
The following chart shows what the lights on the front panel of the Efficient SpeedStream 5100-b modem indicate. Use this to check the connection status after the initial power up.

Modem Light Behavior >	Unlit	Blinking Green	Steady Green
"Power"	Modem is not getting power	Check modem set up	Power is on
"Ethernet"	No Ethernet link detected	Problem with network card or cable	Ethernet link between PC and modem established
"DSL"	DSL signal is not detected	Check modem setup (make sure your DSL line filters are properly setup)	DSL line is ready for data traffic
"Internet"	Connection to Internet not established	Attemping to connect to Internet	Internet link established
"Activity"	No network activity (this is OK)	Normal DSL traffic flow	Normal DSL traffic flow