

DSL: DSL stopped working

Last Updated Tuesday, 19 June 2007

My DSL has stopped working. The DSL or Sync light is lit and solid green.

WebNexus/SCR DSL is a true always on service, but there are times when equipment may malfunction. First thing to do is power cycle the modem. DSL modems are just like computers and can sometimes need a reboot to clear up any errors they might have.

Note: If you have a router such as a Linksys, D-Link or SMC router you will want to include those in the power cycle.

- Unplug or turn off the modem, router and computer

- Wait 30 seconds.
- Turn the modem back on, wait for DSL or Ready (Sync) light to go green and steady

- Turn on router if applicable then boot up computer.

If you are still unable to connect to the internet, contact technical support for further assistance.