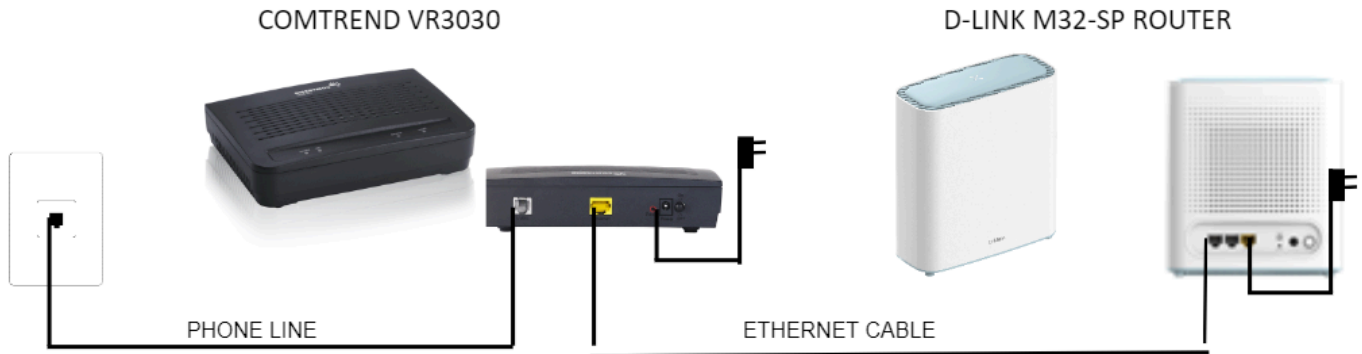


Your internet service is delivered via multiple components:



Problem With Device Connection:

Some devices have internet access and some do not.

- Since some devices have Internet access, this indicates the Internet service is working properly. In this case, power cycle the individual device(s) to see if internet access is restored.

None of my devices have internet access.

- If none of your devices have Internet access, the next step is to troubleshoot the Internet connection and Wi-Fi router.

Troubleshooting Steps:

Step 1: Check the lights on the front of the Comtrend modem and the D-Link router.

Step 2: Ensure the lights on the Comtrend modem are solid green. Ensure the X on the D-Link router is solid white.

Step 3: If the lights on the Comtrend modem and the D-Link router are red, follow the steps to power cycle your devices.

Steps to Power Cycle the DSL Modem:

Step 1: Unplug the power cord to the Comtrend Modem. The green lights will go out. Leave unplugged for one minute.

Step 2: Plug the power cord back into the wall outlet. Once the green lights reach a solid state, check your device(s) to see if internet access has been restored.

Step 3: If the vDSL light on the Comtrend modem remains red or continues to flash, the next step is to reseal the phone line at the wall jack and on the back of the Comtrend modem. Repeat steps 1 & 2 after you have confirmed the phone line is in the wall jack.

Step 4: Check your device(s) to see if internet access has been restored.

If your device(s) do not have internet access after the Comtrend modem has been power cycled, you will want to power cycle your Wi-Fi router.

Steps to Power Cycle the WiFi Router (D-Link Brand):

Step 1: Power Cycle the Wi-Fi router by removing the power cord from the back of the unit. Make sure the lighted "X" on the top goes out. Wait an additional minute and then plug it back in. The Lighted "X" on the top will flash red as it is rebooting and once the router has completed rebooting the "X" on top will be solid white. You are now ready to check your devices for internet access.

If the lighted "X" on the top of the D-Link M32 router does not come back to solid white or none of your devices have internet access please contact **AVS Broadband Technical Support** for assistance at 888-282-4932 option 4.