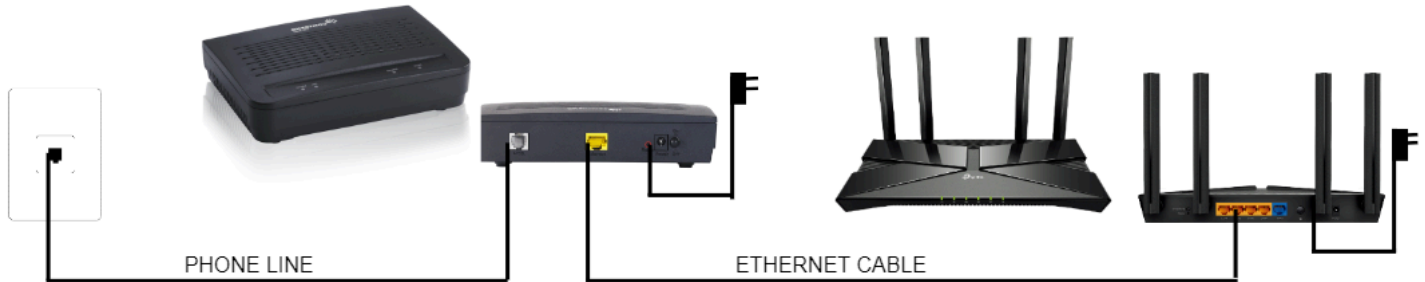


Your internet service is delivered via multiple components:

COMTREND VR3030

TP-LINK AX1500 ROUTER



Problem With Device Connection:

Some devices have internet access and some do not.

- If some devices have Internet access, that will indicate the Internet service is working properly. Power cycle the individual device(s) that are not working to see if Internet access is restored.

None of my devices have internet access.

- If none of the devices have Internet access then you need to troubleshoot the Internet Connection and Wi-Fi router.

Troubleshooting Steps:

Step 1: Verify the lights on the front of the Comtrend modem and the T-P Link router. If all the lights are green on the modem and the router, you have a connection to the Internet.

Step 2: If any lights are red on the Comtrend modem or the T-P Link router, follow the steps below to power cycle the device(s).

Steps to Power Cycle the DSL Modem

Step 1: Unplug the power cable to the Comtrend modem. The green lights will go out. Leave unplugged for 1 minute.

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

Step 3: If the vDSL light on the 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 Modem. Then, repeat steps 1 & 2.

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, the next step is to power cycle your Wi-Fi router.



Power Cycle the TP-Link Wi-Fi Router

Step 1: Power Cycle the Wi-Fi router by removing the power cord from the back of the unit. Make sure all of the lights on the front go out. Wait one minute and plug it back in. The power light on the front of the router will return immediately. Once the Internet light (globe with halo) returns, check your device(s) for Internet access.

If the Internet light on the router does not come on and none of your devices have internet access, please contact **AVS Broadband Technical Support** for assistance at, 888-282-4932 option 4.