

TROUBLESHOOTING QUICK TIP CARD



INTERNET

LOSS OF CONNECTION/SLOW CONNECTION

1. Check all wires and power to equipment for secure connections.
 2. Shut down and restart your computer or device.
 3. Unplug the modem and remove any batteries, wait 30 seconds, plug modem in and reinstall batteries.
 4. Allow up to two minutes for the modem to reconnect. Turn device on and attempt Internet search to check for connectivity.
- **Running slow?** Plug your computer directly into the modem with an Ethernet cable and powercycle modem.
Visit gomadison.com/speedtest to perform a speed test. Always perform speed tests on a wired device to ensure accuracy.

OTHER FACTORS TO CONSIDER BEFORE CONTACTING YOUR PROVIDER

- **Age of your computer/modem:** Older computers may need additional memory to get faster speeds. As technology grows your modem will become outdated and an upgrade is necessary to obtain higher speeds.
- **Distance:** Speed is affected by the distance from your computer to a website, its path, speed and capacity of the website's connection to your network.
- **Obstructions:** Where is your Wi-Fi gateway located? Walls containing studs, metal pipes and glass surfaces can cause noticeable slowdowns.
- **Popular websites:** It could be the result of an overloaded website.
- **Viruses:** If you have any viruses or unnecessary software running in your computer's background, it may reduce the amount of processing power and speed available for data from the Internet.
- **Software:** Your computer might need updated software, such as an operating system patch.

HDTV

LOSS OF CONNECTION OR TV DISPLAYS "NO SIGNAL"

- Check all wires and power to TV equipment for secure connections.
- Check all wires and power to your set-top box.
- Verify TV is on the correct input. Check the owner's manual or press the source/input button on the TV remote until you see a picture.
- If you are using your TV's coaxial input, verify the TV is on the correct channel, typically 3 or 4.
- Reboot the set-top box by unplugging the black power cord from the back of the set-top box for 10 seconds and then plug it back in. If the picture comes back on the screen, the reboot is complete.
- Check other TVs in the house. If other TVs are working, there may be a set-top box problem with one TV or an inside wiring issue.

TRADITIONAL TELEPHONE

NO DIAL TONE - INSIDE TESTING

1. Make sure the receiver of each telephone in your home is hung up correctly. If you find that a phone is off-the-hook, hang it up properly and then recheck after a short while to see if this has corrected the problem. If you determine that all phones are hung up properly, but the problem still occurs, continue to #2.
2. Unplug all telephones and other equipment plugged into the phone jacks in your home. This includes all phones, answering machines, cordless phones, modems connected to personal computers, satellite systems, security systems, caller ID boxes, etc. Be sure to unplug each of the devices from both the telephone jack and the electrical outlet, if the device uses an AC adapter.
3. Once all devices are unplugged, using a corded phone that you know works properly (if unsure, borrow one from a friend), plug it into each jack, one after the other. Check at each jack for a clear dial tone.

NO DIAL TONE - OUTSIDE TESTING AT THE NID

(Network Interface Device- the box where the inside wiring connects with the outside wiring.)

- Take your wired phone to the outdoor NID.
- Open the NID box by unscrewing the fastener marked "Customer Access."
- Then, find the test jack inside and remove the plug from it.
- Plug your wired phone into the test jack.

If you hear a dial tone: The issue is inside your home or building, which is the property owner's responsibility.

If you do not hear a dial tone: Most likely it is an issue with outside equipment or phone lines and a repair ticket will need to be placed.

- Don't forget to plug the test jack back in when testing is complete.

INTERNET TELEPHONE

NO DIAL TONE

Power cycle the modem and phone adapter (if present). If still no dial tone, plug a corded phone directly into the phone adapter or modem and listen for dial tone. If dial tone is present when connected directly to the phone adapter or modem, there may be trouble with the wiring inside your home. If no dial tone is present when directly connected, please contact us.

Still need assistance?

Call 800-422-4848 for 24x7 Technical Support.