

Broadband Phone Service Adapter Troubleshooting Guide

This guide outlines solutions for the most common problems you may experience with the Broadband Phone Service Adapter. If you are not able to solve your problem using this guide, contact technical support at **1 877-878-7543**, 24 hours a day, 7 days a week.

For additional information about your service, please refer to the **User Guide** located at www.qwest.com/residential/voip/userguides/adaptermanual.pdf.

The Front Panel

The Broadband Phone Adapter's LEDs which inform you about network activities are located on the front panel.



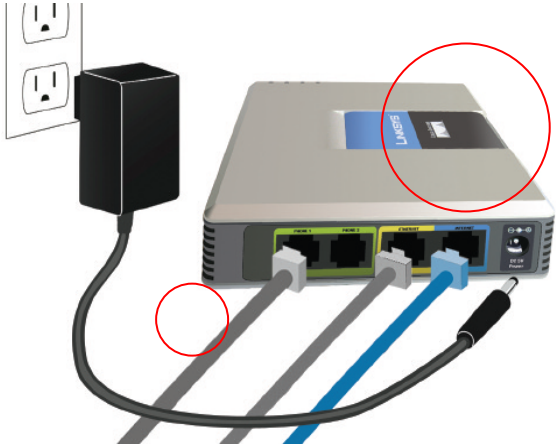
Power GREEN: The **Power** LED lights up when the Broadband Phone Adapter is powered on and connected to the Internet. It flashes when the Broadband Phone Adapter is not connected to the Internet. The LED also flashes when the Broadband Phone Adapter is booting up or upgrading its firmware.

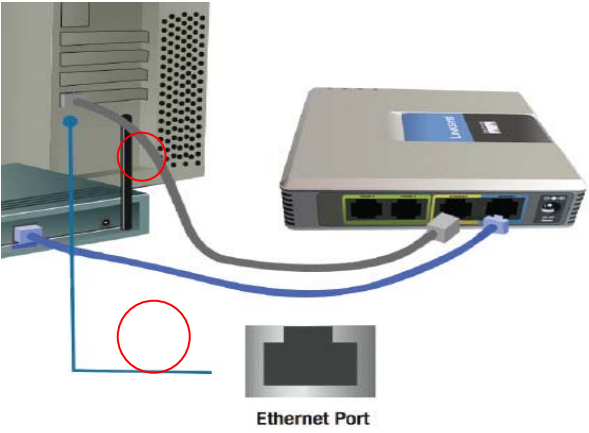
The Power LED is red at “power on” for a short period of time while the device performs the power on self test. Once the device successfully completes the power on self test, the Power LED will change to green.

INTERNET GREEN: The **INTERNET** LED lights up when there is an active connection through the port. If the LED is flashing, then there is traffic moving through that port.

Phone 1/2 GREEN: The **PHONE** LED is solidly lit when a telephone has an active or registered connection to your Broadband Phone Service through the corresponding port. It flashes when the phone is being used or is off the hook.

Problem	Solution
Power light does not illuminate	- Ensure that you are using the correct power supply that was supplied to you with the Broadband Phone Service Adapter.

	<ul style="list-style-type: none"> - Check that the power adapter is properly plugged into the Broadband Phone Service Adapter and the electrical outlet. - Check that the electrical outlet is working.  <p>➡ If the power adapter is plugged in properly and the outlet is working, the Broadband Phone Service Adapter is faulty and must be replaced. Contact technical support at 1 877-878-7543, 24 hours a day, 7 days a week.</p>
<p>Power light is RED and never changes to GREEN</p>	<ul style="list-style-type: none"> - Unplug the power cord from the VoIP adapter, wait for five seconds, plug it back in and wait for 30 seconds. ➡ If the problem persists, the Broadband Phone Service Adapter is faulty and must be replaced. Contact technical support at 1 877-878-7543, 24 hours a day, 7 days a week.
<p>Power light is ORANGE</p>	<ul style="list-style-type: none"> - This indicates your phone adapter was not able to obtain its starting configuration. Contact technical support at 1 877-878-7543, 24 hours a day, 7 days a week
<p>No dial tone, Phone LED is not lit.</p>	<p>Go through this checklist until your problem is solved:</p> <p>A. Make sure the telephone is plugged into the PHONE port.</p> <p>B. Disconnect and re-connect the RJ-11 telephone cable between the Broadband Phone Adapter and telephone.</p> <p>C. Make sure your telephone is set to its tone setting (not pulse).</p> <p>D. Make sure your network has an active Internet connection. Try to access the Internet. If you do not have a connection, power off your network devices, including the Broadband Phone Adapter and broadband (DSL)/cable modem.</p> <p>E. Wait 30 seconds, and power on the broadband (DSL)/cable modem first. Then power on the Broadband Phone Adapter and other network devices.</p> <p>F. Verify your account information and confirm that the phone line is</p>

	<p>registered with your Broadband Phone Service.</p> <p>➡ If your analog phone is working properly, VoIP Status light is green and the problem still persists, the Broadband Phone Service Adapter is faulty and must be replaced. Contact technical support at 1 877-878-7543, 24 hours a day, 7 days a week.</p>  <p style="text-align: center;">Ethernet Port</p>
<p>Internet Connection light is not lit</p>	<p>I want to test my Internet connection.</p> <p>A. Check your TCP/IP settings. Please refer to the User Guide, Appendix A: Troubleshooting for instruction on how to test your internet connection for your specific computer operating system.</p> <p>➡ If your Internet is working properly, Internet Status light is not lit and the problem still persists, the Broadband Phone Service Adapter is faulty and must be replaced. Contact technical support at 1 877-878-7543, 24 hours a day, 7 days a week</p>