

Information For Broadband Customers

THANK YOU FOR CHOOSING SIREN COMMUNICATIONS

CAUTION:

DO NOT PRESS THE RESET BUTTON ON MODEM OR ROUTER.

THIS ACTION WILL ERASE ALL INFORMATION, \$32.00 FEE WILL APPLY FOR REPROGRAMMING

STEPS ON TROUBLE SHOOTING YOUR BROADBAND CONNECTION:

- SHUT DOWN COMPUTER
- DOWN POWER THE MODEM (BY UNPLUGGING POWER SOURCE)
- AND IF YOU HAVE A ROUTER DOWN POWER (BY UNPLUGGING POWER SOURCE)
- ONCE UNPLUGGED, WAIT 10 SEC. PLUG EVERYTHING BACK IN, THEN TURN COMPUTER BACK ON, WAIT 5 MINS. THEN CONNECT TO THE INTERNET

MAKE SURE THAT YOU HAVE DIAL TONE TO THE MODEM BY

CHECKING THE FOLLOWING:

1. PLUG A STANDARD TELEPHONE WITH LINE CORD INTO WALL JACK, ***TO CHECK FOR DIAL-TONE***

*CUSTOMERS WHO HAVE NO PHONE SERVICE, WILL HEAR A BUSY SIGNAL ON LINE

2. **PARADYNE / ZHONE** - PLUG PHONE CORD FROM WALL INTO LINE PORT ON MODEM

ALLIED MODEM - PLUG PHONE LINE INTO THE ADSL PORT ON MODEM

OUTDOOR FIBER MODEM - CONTACT OUR OFFICE 715-349-2224

INDOOR FIBER MODEM - UNPLUG BLACK POWER CORD, THAT IS LOCATED ON BOTTOM OF ALLIED TELESIS MODEM. PULL STRIGHT DOWN. LEAVE UNPLUGGED FOR 3 MINS., THEN PLUG POWER CORD BACK IN, WAIT 3-5 MINS. TO CONNECT TO THE INTERNET.

CHECKING YOUR NETWORK CONNECTIONS:

- MAKE SURE THAT YOUR NIC (NETWORK INTERFACE CARD) / ETHERNET IS ACTIVE

***FOR WINDOWS XP** - CONTROL PANEL UNDER NETWORK & INTERNET,

NETWORK & SHARING CENTER - LOCAL AREA CONNECTION,
RIGHT CLICK & THAN CHECK STATUS.

***FOR WINDOWS 7 OR VISTA** - CONTROL PANEL, NETWORK & INTERNET, NETWORK &
SHARING CENTER, MANAGE NETWORK CONNECTIONS - LOCAL AREA CONNECTION,
RIGHT CLICK & THAN CHECK STATUS.

IF YOUR COMPUTER IS RUNNING SLOW TRY THE FOLLOWING:

- DISK CLEAN-UP / FOUND UNDER START, ACCESSORIES, SYSTEM TOOLS
- DISK DEFRAGMENTER / FOUND UNDER START, ACCESSORIES, SYSTEM TOOLS

ANY OTHER QUESTIONS CONTACT OUR OFFICE 715-349-2224