

Troubleshoot your NB5580/W ADSL connection.

If you are having trouble connecting to your ISP try following these steps:

1. Make sure you are getting **ADSL Link** (a.k.a. 'ShowTime' or 'ADSL Sync') before you check other settings. If you don't have ADSL Link then the problem is probably with the ADSL line or incorrect use of a Microfilter or Splitter. Successful ADSL Link is indicated by the ADSL LED light on the front of the NB5580/W being lit constantly; if the LED is blinking or off then the absence of an ADSL Link is the problem.
2. Double check that you have the correct **Username** and **Password** and the correct choice of **ADSL Connection Type**. Call your ISP to be sure as you may need to define the 'Realm name' (e.g. '@bigpond') as part of your username.
3. If you have checked the problems listed in steps 1 & 2 you may need to change the **Operation mode** to suit your ISP connection. For most connections the Auto Setting should be fine, however if you find this unsuccessful you should try either **ANSI** or **G.DMT**. Between each connection attempt make sure you click the **Apply** button and wait for the NB5580/W to reboot.

Check the Operation mode: if 'Auto' doesn't work try 'ANSI' or 'G.DMT'

VC Settings

VPI: 8

VCI: 35

Operation Mode: **AUTO**

ADSL Connection Type Gateway using PPPoE

Select the Internet connection type you wish to use

Fixed IP Dynamic IP

Service Name: _____

User Name: Username@ISPname| _____

Password: •••••••••••••••••••• _____

Connect on Demand: Max Idle Time 5 Min.

Keep Alive: Redial Period 30 Sec.

Apply Cancel

4. To check if you have connected successfully check the **Status Monitor** page.