

RE: DSL disconnect

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- *From:* "Animal Watcher" <AnimalWatcher@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 27 Jun 2005 17:33:01 -0700
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This came from SBC/Global, I have n't tried it yet but will soon. I'll let y'all know if it works.

What do you think GTS?

Power cycle DSL modem

Power cycling the modem has a couple of benefits. Basically a power cycle resets all the counters and registers on the modem. This includes refreshing the memory and sending a signal to the DSLAM or RT indicating that the modem will be dropping the DSL signal and it will need to resynchronize when it comes back up. You should only have to wait 10 seconds to ensure all power has been disconnected to the modem before powering it back on. An important step in power cycling the modem is to ensure that the Member is logged out (disconnected) from any active Internet connections before switching the modem off. This is to avoid any time out period that may exist if the connection is terminated unexpectedly.

1. Remove and replace the DSL phone line from the jack on the DSL modem.
2. Turn DSL modem power switch to the off position (not all modems have a power switch).
3. Remove the power cord in the back of the DSL modem (if it is easier for customer to reach wall plug that will be sufficient) for about two minutes and then replace the power cord. Note: it is a good idea to check the network settings and cold boot the computer, while the DSL modem is waiting to be turned on.
4. Turn DSL modem on (if you have turned the computer off, turn the modem on before the computer).
5. Wait 30 seconds for modem to synchronize (if the computer is turned off wait for sync before turning the computer on).
6. If the Power/Synchronization light does not turn solid green after 2 minutes repeat the steps 2, 3, 4, and 5 (up to 3 times total).

"Animal Watcher" wrote:

- > The oddest thing. About every Wed and either Sat or Sun. The DSL connection
- > or something in Windows won't allow connection, and I can't access online. I
- > have to restart the computer, then all is well until Wed. or Sat/Sun. I've

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- > called SBC/Global and they can't find anything. It seems to be a timing
- > thing that resets to Wed and Sat/Sun. I've been keeping track. This started
- > a couple of months ago.
- > Has anyone else encountered this? What to do. Everything goes back to
- > normal when I restart.
- > Thanks

- ***Follow-Ups:***

- ◆ ***RE: DSL disconnect***

- ◇ *From:* Animal Watcher

- ***References:***

- ◆ ***DSL disconnect***

- ◇ *From:* Animal Watcher

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