DSL Troubleshooting Guide

Enclosed are the steps to troubleshoot a non-functioning DSL connection. These instructions are also available on our website, but it is best to keep a copy of these instructions near the computer so that if the internet goes down you will still have a copy handy.

It is in the customer's best interest to perform all available troubleshooting steps to avoid any extra charges. If a technician has to be dispatched to the house and it is not Topsham Telephones faulty equipment, then the customer will have to pay for a service visit. By following the steps in the guide, there is a good chance of solving the problem without a technician having to be dispatched.

Also, bear in mind that modems can be reconfigured and tested at no charge at our office.

**Please note that Topsham Telephone will not be responsible for problems and settings associated with customer owned equipment (i.e. computers, wireless routers, I Phones, etc.), or problems associated with any internet services such as AOL, Internet Explorer, Hotmail, Netflix, 3rd party mail clients etc. Topsham Telephone will issue credit to internet customers only in the event that connection to the internet is interrupted for a period of more than five days from the time that the trouble was first reported to our business office.

Power Cycle

One computer with no router
(Do this with your computer ON)
At the back of the modem is a power supply cord (small round plug) Unplug this power supply cord, wait 1 minute and then plug it back in.

WAIT A FEW MINUTES
Click on internet icon
If your homepage does not come up, then, give it a few more minutes and try to connect again.

If you have ROUTER
First Unplug the power supply from the MODEM
Then Unplug power supply from ROUTER
TURN OFF YOUR COMPUTER
Plug MODEM back in wait for 1 minute
Plug ROUTER back in wait 1 minute
The following lights
POWER , LAN 4 and STATUS should be green

TURN YOUR COMPUTER BACK ON

Follow your normal steps to sign back on to your computer and get onto your web browser. Please make sure your modem and or router are not stacked on one another or covered by anything.
If this does not work see the Bypassing your Router if you have one or Bypassing the Surge Protector. If any questions please call the office or tech support.

Bypassing Surge protector

Trip Lite Isotel is the surge protector that we use to protect our equipment. A line cord runs from the wall to the "IN" port on the surge protector and then the other line cord runs from the "OUT" port to the back of the modem to the DSL port. To ensure the Isotel is working, remove the line cord from the "OUT" port and replace it with the line cord that is in the wall. This makes a direct connection between the wall jack and modem. Then do power cycle. If the internet works please call our office so we can replace the surge protector as soon as possible. Do not leave the surge protector bypassed as this could lead to further issues.
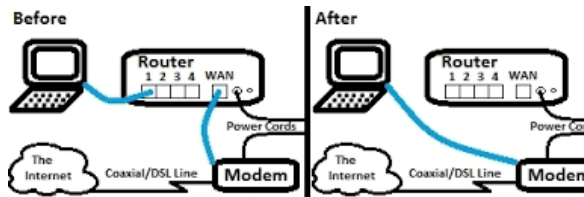
If this does NOT work Contact our Office at:
802-439-5325

DO NOT EVER PUSH THE RESET BUTTON ON THE MODEM or CHANGE THE NETWORK SETTINGS IN YOUR COMPUTER

(This will reset your equipment to factory settings.)
(The network settings that were installed will not change)
YOU MAY INCUR A SERVICE CHARGE FEE IF TOPSHAM TELEPHONE HAS TO RE-ENTER YOUR COMPUTER NETWORK SETTINGS

Bypass the Router

If you have tried the power cycle and that does not work please try bypassing your router.
Remove the Ethernet cable that is in the back of your computer that connects to your router. Then remove the Ethernet Cable from the *WAN port* on your *ROUTER* and place in the back of your computer .
The purpose of bypassing the router is to determine if you have a internet connection without being wireless.
The Ethernet Cable in the *modem* needs to be in *PORT/LAN 4.*

Having an issue with Speed

Go to www.speakeasy.net and complete a speed test and email the results to info@tops-tele.com. To do an accurate test, have a direct connection (meaning bypass router) and remove any other devices like gaming systems and/or extenders.

Common Email Issues

Most customers use a 3rd party email client like Outlook or Thunderbird.
When using an email client the mail server settings need to be configured
If you go under Tools, Account Settings enter in the info:
E-mail address: *Needs to be your full email address including "@tops-tele.com"*
Server Information
Incoming mail server (POP3):
mail.tops-tele.com
Outgoing mail server (SMTP):
mail.tops-tele.com
Logon Information
User Name: *Is the first part of your email address before the "@" symbol*
Password: *If you can't remember your password call us for assistance*

Traveling or want to use multiple computers to check your email?
You can access your email by using our
www.tops-tele.com site
Click on the mailbox icon
under the links section
To login, simply type in your full email address including @tops-tele.com
(Example: customer@tops-tele.com)
Then type in your password and hit login.
You are then in your *web version mail* where you
can compose, send, receive and even create an
address book.
On the webmail site you can also adjust your spam settings
Please call the office during business hours if questions or problems arise.
After hours please call tech support
1-800-905-2756 they are open

Topsham Telephone DSL Troubleshooting

PLEASE KEEP NEAR YOUR COMPUTER FOR REFERENCE
Business Hours
Monday thru Friday
8:00 a.m. to 4:30 p.m.
802-439-5325
After hours please call tech support
1-800-905-2756 they are open
24hour/7days a week.