Westell VersaLink Gateway Troubleshooting

You can use the Power, DSL, and Ethernet lights on the front panel of the Westell VersaLink gateway to help diagnose the problem with your Westell gateway. Follow the steps below to diagnose and test the possible solutions for any connectivity problems you are experiencing.

Note: You might want to print these directions to make the troubleshooting process easier.

1. Has your Service Ready Date passed? DSL service is not available until Verizon Online activates your line.

2. Is the Power light illuminated?
   - Light is green: The DSL gateway power is on. Go to Step 3.
   - Light is off: The VersaLink power light is off.

3. Are any Ethernet lights illuminated (E1, E2, E3, or E4)?
   - Light for the port where a cable is connected is green: The Ethernet connection between the gateway and your computer is established. Go to Step 4.
   - Light for the port where a cable is connected is off: No link is established between the DSL gateway and your computer.

4. Is the DSL light illuminated?
   - Light is green: The connection between the DSL gateway and Verizon Online is established. Go to Step 5.
   - Light is off: The link between the DSL and Verizon Online is not connected.

5. Disconnect all networked computers and restart the main computer. Reconnect the other computers one-by-one to locate the problem.

6. If you are using only one computer, restarting your computer can help you re-establish a new connection.
What is the Service Ready Date?

The Service Ready Date is the day your DSL signal is activated on your telephone line. When your DSL order is complete, Verizon Broadband informs you of the date your service is ready.

Please wait for the Service Ready Date before installing the DSL software.

If your Service Ready Date has arrived but your DSL connection is not active, please call the Technical Support phone number listed in your Getting Started Guide.
Power Light Is Off

1. Verify that the power switch is in the on position.

2. If the Power light is still not green, verify the connection between the power cord and the back of the DSL gateway. Ensure that the other end of the power cord is securely connected to the electrical outlet.
Light for the Port Where the Ethernet Cable Is Connected Is Off

1. Disconnect and reconnect the Ethernet cable to the Ethernet port on the back of your computer.

2. If the Ethernet light is still off, plug the yellow Ethernet cable into a different available Ethernet port.

3. If the Ethernet light is still off, verify that you plugged the other end of the Ethernet cable securely into the Network Interface Card (NIC).

4. If the Ethernet light is still off, use Windows Device Manager to verify that your NIC is working correctly.
DSL Light Is Off

1. Verify that your phone line connection to the DSL port of the gateway is secure.

2. If the light is still off, verify that a DSL filter is installed between all telephone equipment and the telephone line. The Line side of the DSL filter should be connected to the telephone line, while the Phone side of the DSL filter should be connected to the telephone equipment.

3. If the light is still off, verify that the DSL gateway connects to the telephone line without a DSL filter.
Identify Network Adaptor Problems Using Device Manager

1. Right-click the **My Computer** icon on the desktop.
2. Select **Properties** from the menu. The System Properties window appears.
3. Select the **Hardware** tab.
4. Select **Device Manager**. The Device Manager appears.
5. Expand Network Adaptors by clicking on the plus (+) sign. Problems with the network adaptor (or other hardware devices) are indicated with a yellow exclamation mark.

6. Close the Device Manager window.