

## Re: SBC DSL users?

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I experienced a "No DSL Connection" problem a couple of times before.

I have a Netgear router setup. My modem yellow cable connects to my router, and a router cable connects to the ethernet network connection in my computer.

However, if you don't use a router, and your DSL modem yellow cable is directly connected to the ethernet network connection in your computer, try to "power cycle" your modem:

1. Turn off your modem
2. Disconnect yellow cable from modem
3. Disconnect power cord from modem
4. Wait for a few seconds
5. Reconnect yellow cable to modem
6. Reconnect power cord to modem
7. Turn on your modem
8. Connect to the internet

On the other hand, if you use a router, "power cycle" your setup as follows:

1. Turn off modem
2. Disconnect yellow cable connected to the router
3. Disconnect power cord from router
4. Wait a few seconds
5. Reconnect yellow cable to the router
6. Reconnect power cord to router
7. Turn on your DSL modem
8. Connect to the internet

### NOTE:

If there is still no DSL connection, then you have to access the router software and verify or change the basic setting. I have a Netgear router. If you have a different router, just refer to the manual regarding access to the router software.

1. Type --> <http://192.168.0.1> --> in your web browser window
2. Go to "Basic Settings"

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3. Check "Yes" to "Does your internet connection require a login?"
4. Select "Other" for the "Internet Service Provider"
5. Type your login name (which is your SBC email address)
6. Type your password
7. Check "Yes" --> Get Automatically from ISP --> under the DNS Address Section
8. Click "Apply"
9. Close the router program
10. Restart your computer
11. Connect to the internet

After restarting your computer, and assuming your router and DSL modem are turned on, you should have a DSL connection.

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mountain

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