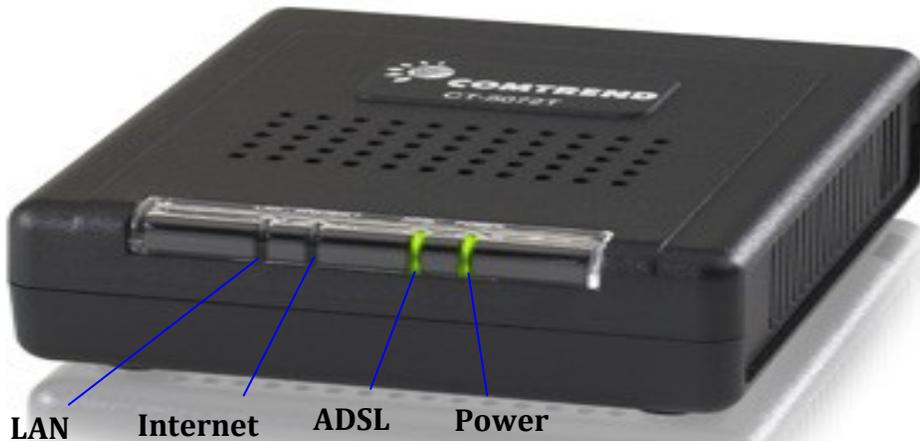# Modem Information and Troubleshooting Guide

If you purchased your modem from Acme Communications, this guide will help you isolate problems before calling technical support for assistance.

LAN   Internet   ADSL   Power

Modem Lights:

LAN	Internet	ADSL	Power	Explanation
Green	Green	Green	Green	1. Normal, problem may be with computer
Green	blank	Blinking	Green	2. Check gray phone cord in modem and phone outlet
blank	Green	Green	Green	3. Check yellow cord in modem and device
Green	Red	Green	Green	4. Modem is not programmed; call Acme
blank	blank	blank	blank	5. Check power source and on/off switch on modem

1. If the lights are normal but the internet is not working, unplug the power supply from the modem for 10 seconds, and plug it back in. When lights are green, try accessing the internet.
2. Check your phone line connection. If there are no loose connections, call Acme to come and test the circuit. If the problem is in the house, we can repair it for $45/hr plus materials.
3. If you have checked the yellow cord and it is attached properly from the modem to the computer, you could have a bad cord or a problem with your computer.
4. If you have pushed the reset button on your modem, bring it to Acme to be reprogrammed. If you have not pushed the button, please call us for assistance.
5. This could indicate a bad power supply, or the on/off switch on the back of the modem is in the off position.

ACME Communications, Inc.
REVOLUTIONARY BROADBAND

Modem Information and Troubleshooting Guide

The following diagram demonstrates how to correctly install your modem when you take it home. Along with your modem, you received a gray cord, a yellow cord, and a black power supply cord; each must be connected as described below.

NEVER PUSH THE RESET BUTTON. If reset is pushed, your modem will not work and you will have to bring it to Acme to have it reprogrammed.

This **On/Off button must be pressed in** for your modem to work!

Plug the **gray cord** into this port. Plug the other end of the cord into your phone jack.

Plug the **yellow cord** into this port. Plug the other end of the cord into the device you wish to use (computer, tablet, printer, etc.)

Plug the **black power supply** that came with your modem into this port. Plug the other end into an electrical outlet.

For more information call 219-809-0066, visit acmetc.com or come to our office at 618 Franklin Street, Michigan City, IN 46360.

We are excited to be your **hometown** internet service provider!