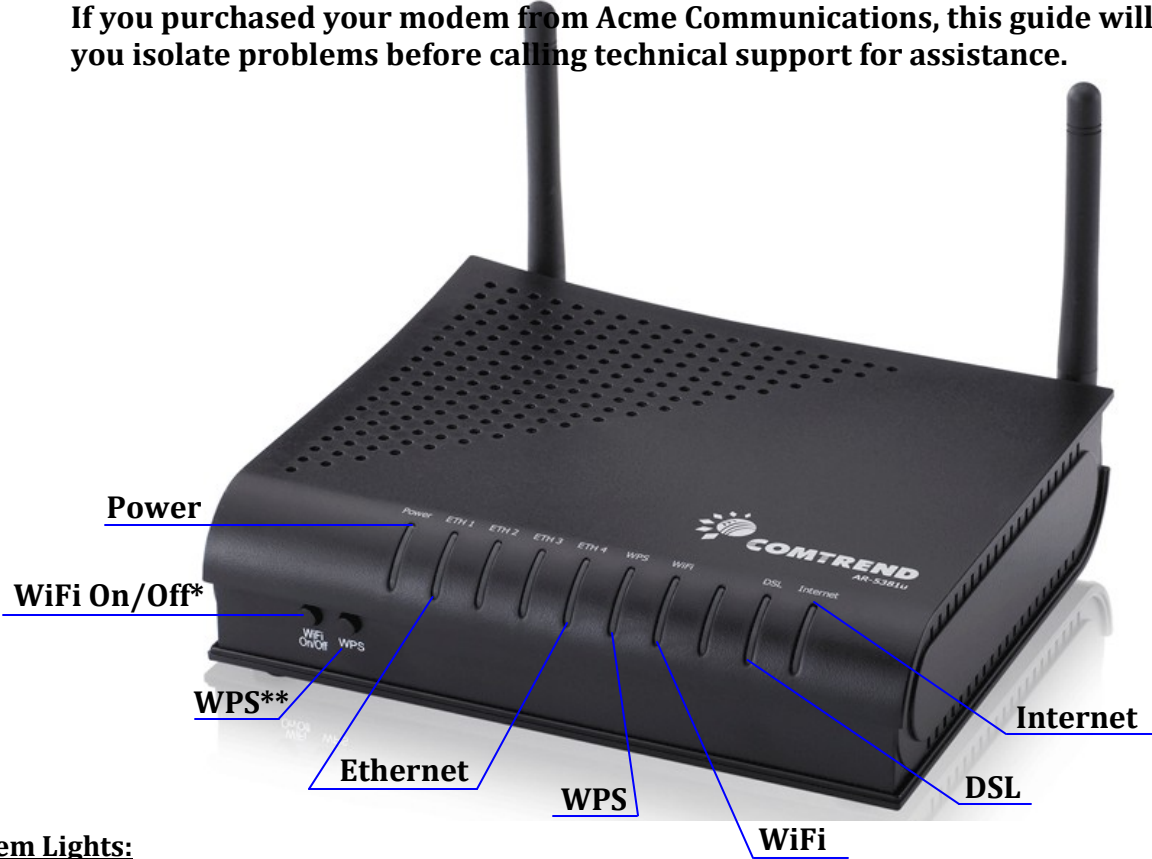# Modem Information and Troubleshooting Guide

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

Power

WiFi On/Off*

WPS**

Ethernet

WPS

WiFi

Internet

DSL

Modem Lights:

Power	Ethernet	DSL	Internet		Explanation
Green	Green	Green	Green		1. Normal, problem may be with computer
Green	Green	Blinking	blank		2. Check gray phone wire into modem and phone outlet
Green	blank	Green	Green		3. Check yellow Ethernet wire into modem and device
Green	Green	Green	Red		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 your cable and it is attached properly from the modem to the computer, you could have a bad cable or a problem with your computer. NOTE: If you use WIFI, this light will not be green. Ethernet lights will only be green per device plugged in to the modem.
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.

*WiFi settings are automatically programmed. This function is enabled whether the button is pushed in or not. If the WiFi light is not green, bring your modem to Acme to be reprogrammed.
**WPS stands for WiFi Protected Setup. If your wireless device supports this feature, you can connect to the modem without entering a WiFi password. This button must be pushed in to work.

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

DSL ETH 4 ETH 3 ETH 2 ETH 1 USB Reset On/Off Power

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

You only need to use these ports if your device does not have wireless capabilities. Plug the **yellow cord** into one of these ports. Plug the other end of the cord into the device you wish to use (computer, tablet, printer, etc When a port is in use, the corresponding LED light on the front of the modem will turn green.

If your computer does not have an Ethernet port and does not have wireless capabilities, you can connect to the modem with a USB cable.

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!