

OvisLink Modem

(OV303R ADSL Modem/Router)



Quick Guide & Troubleshooting

REQUIREMENTS:

- Compatible Network card
- Windows 98/ME/2k/XP OS
- Basic Internet knowledge

Note:

Your modem comes pre-configured with your user account information. You do not need to connect to the modem to configure anything unless required by technical support.

All other 'phone based' devices will need to have a filter placed on the line (ie. Fax machine, phone, satellite, security).

If problems arise, unplug all other devices **BUT** the modem. Try again.

Plug-n-Surf:

Installation is quick and easy. Just connect your modem properly. Plug in the network cable to your modem and your network card. The phone cord to the proper jack and to the wall (*NO FILTERS ON THE MODEM*).

Wait for all 3 lights to come on and enjoy!

Account Information:

Refer to your account information sheet for email / webmail login / password information. You are responsible for your account, please keep your information sheet safe.

Troubleshooting Questions:

Q: None/Only some of the lights turn on.

A: *Cables are not connected, check wires, wiggle to check proper fit. Lights will always be on when properly connected. POWER + LAN + ADSL must come on in order to get connection.*

Q: The ADSL Light is blinking/not on.

A: *Make sure you are connected right to the wall, and no FILTER is on the ADSL modem line. Blinking light means modem is 'priming' for connection.*

Q: All lights are on, but I have no internet access, page not found.

A: Please reboot your computer.

Q: No internet, all lights on, rebooted, still nothing.

A: *Your computer may have been configured for other service beforehand. You will need to check your IP (advanced). To do this go to START > RUN > type "command" or "cmd" Type "ipconfig /release" and then "ipconfig /renew" this will get you a new address from the modem and enable you to use the internet.*

Other problems?

Call 1.888.404.4LFS

We do not provide help for the following: Linux OS, networking, other ADSL routers/modems (bell simpatico etc), Windows problems unrelated to modem.