

# ADSL Modem Problem Quick Troubleshooting Flowchart

Suitable for TD-8810\TD-8840\TD-W8910G\TD-W8920G\TD-W8960N

## Step1 Log into the setup page of the modem;

If the customer could not log into the setup page, please check the ethernet cable\IP address of the computer\web-browser\power adapter of the modem;

## Step2 Check the Link Rate

Check the **Link Rate (Upstream and Downstream)** on the **Device Info** Page;

If the numbers of Link Rate are normal, that means the ADSL line is synchronized;

### Device Info

<b>Firmware Version:</b>	1.3.4 Build 080429 Rel.55004n
<b>Hardware Version:</b>	TD-W8920G v1 00002200

This information reflects the current status of your DSL connection.

<b>Line Rate - Upstream (Kbps):</b>	1021
<b>Line Rate - Downstream (Kbps):</b>	10447
<b>LAN IP Address:</b>	192.168.1.1
<b>Default Gateway:</b>	
<b>Primary DNS Server:</b>	192.168.1.1
<b>Secondary DNS Server:</b>	192.168.1.1

If there is nothing in the **Link Rate** table, that means the ADSL line is not connected or not synchronized;

<b>Firmware Version:</b>	1.3.4 Build 080429 Rel.55004n
<b>Hardware Version:</b>	TD-W8920G v1 00002200

This information reflects the current status of your DSL connection.

<b>Line Rate - Upstream (Kbps):</b>	
<b>Line Rate - Downstream (Kbps):</b>	
<b>LAN IP Address:</b>	192.168.1.1
<b>Default Gateway:</b>	
<b>Primary DNS Server:</b>	192.168.1.1
<b>Secondary DNS Server:</b>	192.168.1.1

Solution:

- 1、 Check the ADSL line and filter, make sure they are connected correctly;

- 2、 Reboot the modem;
- 3、 After the reboot, if the ADSL line still not synchronized, maybe we need contact the ISP to check the line;

### Step3 Check the Status of WAN port

Open the **Device Info-----WAN** page, check the **Status** information in the table;

**Status: Authentication Failure**

Solution: Check the username and password;

#### WAN Info

VPI/VCI	Category	Service	Interface	Protocol	IGMP	QoS	State	Status	IP Address	ppp Link Ctrl
8/35	UBR	pppoe_8_35_1	ppp_8_35_1	PPPoE	Enabled	Disabled	Enabled	Authentication Failure		Connecting...

**Status: UP**, connection is OK;

Solution: if the customer still have no Internet connection, please turn to [Step4](#);

VPI/VCI	Category	Service	Interface	Protocol	IGMP	QoS	State	Status	IP Address	ppp Link Ctrl
8/35	UBR	pppoe_8_35_1	ppp_8_35_1	PPPoE	Enabled	Disabled	Enabled	Up	203.158.63.230	<input type="button" value="Disconnect"/>

**Status: PPP Down**,

Solution:

- 1、 Check the **upstream and downstream** in the device info page, turn to [Step2](#);
- 2、 Check the VPI/VCI and protocol, make sure they are matched with the information from the ISP; Also it is recommended to remove the other unnecessary VPI/VCI items in the list;

VPI/VCI	Category	Service	Interface	Protocol	IGMP	QoS	State	Status	IP Address	ppp Link Ctrl
8/35	UBR	pppoe_8_35_1	ppp_8_35_1	PPPoE	Enabled	Disabled	Enabled	PPP Down		<input type="button" value="Connect"/>

**Status: ADSL Link Down**

Solution: Same with the [Step2](#)

#### WAN Info

VPI/VCI	Con. ID	Category	Service	Interface	Protocol	Igmp	QoS	State	Status	IP Address
8/35	1	UBR	pppoe_8_35_1	ppp_8_35_1	PPPoE	Disabled	Disabled	Enabled	ADSL Link Down	

## Step4 Default Gateway

If the modem already has the **default gateway** parameter, that means the modem is connected to the ISP (Internet service provider);

If the customer still has no Internet connection, **please check the DNS address on the computer and check the settings of web-browser;**

### Device Info

<b>Firmware Version:</b>	1.3.4 Build 080429 Rel.55004n
<b>Hardware Version:</b>	TD-W8920G v1 00002200

This information reflects the current status of your DSL connection.

<b>Line Rate - Upstream (Kbps):</b>	1021
<b>Line Rate - Downstream (Kbps):</b>	10409
<b>LAN IP Address:</b>	192.168.1.1
<b>Default Gateway:</b>	203.55.231.88
<b>Primary DNS Server:</b>	203.0.178.191
<b>Secondary DNS Server:</b>	203.215.29.191

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