Troubleshooting V210/220 Based System

If you observe incorrect operation of your phone system, please follow these steps FIRST before contacting C-talk:

Check your internet connection

Go to a PC on your network and check whether you have an internet connection – try browsing to Google.co.nz and searching for something. ALSO, if you have a Dynalink or Netcomm modem (and some other brands), check that the "PPP" light is on, on the front of the modem. If it is, you should have internet. If the PPP light is <u>not</u> on, your internet is down.

If you have an internet connection OK

Then go to your V210/V220 gateway device/s. Using the power button on the rear of the device, turn each one off for a few seconds, and then back on. You can do all at the same time (if more than one).

Wait for a full minute, and observe the lights on the device/s. The "ETH" light should come up, followed by the "SIP" light, either orange or green. If the "SIP" light comes up OK, then you should be back to normal operation.

If the ETH or SIP lights do not come up, or the SIP light comes up RED (not orange), then please contact C-talk support: support@c-talk.co.nz or call on 0800 89 51 61

If your internet connection is DOWN

The system will be in Failover mode (V210 only) and will not be operating at normal capacity.

Restart your ADSL router/modem. Wait for a full 2 minutes, and then re-check your internet connection on your PC, and/or the PPP light on the modem. If it has been restored, follow the steps above (internet connection OK) and you should be back to normal operation.

If restarting your modem fails to restore your internet connection, you will to rectify the internet problem.

FIRST, if you need to manually activate your Failover diversion (see Startup sheet), please ring C-talk to let them know your internet is down (if your failover is automatic, this should happen within 4 minutes).

SECOND, wait for 5 minutes, and then try restarting your modem again as above.

THIRD, if your internet is still down, ring your internet provider (see Startup sheet for who that is) and tell them that your internet has gone down, and that <u>you have already tried restarting your ADSL modem.</u> They will advise of any faults, and the timing to getting your internet restored.

If your internet provider says there is no fault, you MAY have a hardware issue with your router. In this case, you will need to ring your IT contact to check your ADSL modem. If you have no IT contact, please C-talk for advise.

If you have any questions about this procedure, or get stuck at any point, please give C-talk a ring on 0800 89 51 61