
Troubleshooting Help – No Power to Modem/Router

This troubleshooting guide is for when your ADSL modem/router is not getting any power (and therefore your internet connection is not working). Common causes of modem/router power loss are incorrect cable connections or faulty equipment.

There are things you can do to check before declaring that the modem is faulty:

1. First off, check the lights on your modem.
 - a. If only the power light is off but the other lights are on, then your modem is still working. The only thing not working is the indicator light for the power. In this case, you can still make use of the modem.
 - b. If none of the lights are turned-on or the power light just keeps on blinking, then the device is not getting any power.
2. Here are a few things that you can try.
 - Check that your modem's power adapter is connected properly and securely to the back of your modem and to the power outlet. You may disconnect and reconnect it to make sure it is not loose, or try a different outlet.
 - Make sure that you are using the correct power adapter. You may try a different power adapter with the same voltage and current rating for testing.
 - Connect the modem to a different power outlet in your house which you know is working, to eliminate the cause of the power failure being the power socket.
 - Some modems have a 'hard reset' feature. It usually looks like a pinhole labeled 'reset' at the back or under the device. You may press this pinhole using a pointy object such as a pin or pencil and hold it for 30 seconds. This will put the device back to its factory defaults, however please note you will need to reconfigure your modem with your TPG username/password settings. For modem configuration guides, please visit <http://www.tpg.com.au/helpdesk/support.php?type=pppoe&soft=layerchange> or call us for assistance.

If your ADSL connection is still not working, we apologise for the inconvenience. Please contact our Help Desk at 13 14 23 for further assistance. Please indicate which steps you've already completed to speed up the troubleshooting process.

After all the troubleshooting steps are exhausted and your device is still not powering up, we may declare your modem/router as faulty. If it is still under warranty, you may contact the device vendor for possible replacement. If the modem is purchased from TPG, there is a 1 year warranty for the device. Please contact us on 13 14 23 before shipping us back any suspected faulty equipment.