



Teledex Troubleshooting Tips



## Teledex Telephones for Wireless and Wired Internet Service

### Troubleshooting tips

#### **1 Check for Dial tone**

Pick up the phone and make sure that there is dial tone. If there is not dial tone, chances are the phone is not plugged in correctly. Verify that the phone cable is securely plugged into the power adapter and the wall. Also check that the pigtail (very short phone cable) from Sled is plugged into back of phone

#### **2 Check for Power**

Every power adapter has a green indicator light on it which should be lit.

#### **3 Check the Data Light**

The Data Light should be lit and blinking. This light indicates that the Sled is talking to our system. If it is not lit, verify that the cabling is correct.

A Telephone cable should be connected from the Telephone wall 'jack' to the port marked 'LINE' on the power adapter.

A CAT5 cable should connect into the port labeled "PHONE" on the power adapter and the other end connects into the port on the back of the Sled labeled "To Line".

#### **4 Check the Link Light**

The Link Light indicates that the wireless access point inside the Sled is working properly. This light should be on and blinking. If it is not on, try power cycling the phone by unplugging the power adapter, waiting 30 seconds and plugging it back in.

#### **5 Still not working....**

If all of the above check out, and you are still unable to get connected, please call our Toll Free Technical support line at 1-866-776-5849. They can help determine if the problem is related to the guest computer or the Teledex Equipment.

#### **6 Swapping out sleds**

If we determine that the sled may be faulty, we may suggest swapping out the Sled. Please contact Resort Broadband

**24 x 7 Help Desk – PHONE 1-866-776-5849**