

Volcano Internet User Help Guide Troubleshooting Internet Service

Volcano Internet Provider

20000 Highway 88
PO Box 1070
Pine Grove CA 95665

(209) 296-7574

1-888-9VOLCANO

tech@volcano.net – Technical Support
info@volcano.net - Information

Business Hours

Monday – Friday 8am to 5:30pm
Saturday 8am to 4:30pm

Phone Hours

Monday – Friday 8am to 7pm
Saturday 8am to 4:30pm

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Service Type

Not sure if you have DSL, Cable Modem, or Fixed Wireless Service? Below are some descriptions that will help you determine what type of broadband service you have from Volcano Internet.

DSL

You are a DSL subscriber if you receive your internet service through your telephone line. You would have a device called a DSL modem connecting to the telephone line. On the back of a DSL modem there will be a connection port labeled ADSL or A/VDSL into which an RJ-11 telephone line cord can be connected. An important point to note is that Volcano DSL service is isolated to the phone wall jack specified during installation.

Cable Modem

You are a cable modem subscriber if you receive your internet service through a coaxial cable line. On the back of a cable model there will be a connection port labeled CABLE where a cable line would connect.

Fixed Wireless

You are a fixed wireless user if you receive your internet service through a wireless connection from a wireless access point to a fixed wireless antenna install on your property.

Troubleshooting Internet Service

If you are not able to get online follow these steps to try and re-establish your connection.

DSL and Cable Modem

Reboot your modem

- Turn off or unplug your modem and wait for about 30 seconds.
- Turn on modem.
- Wait for the DSL or Internet (for DSL modems), or the Cable or Link (for cable modems) light to become solid.
- Attempt to get online.

Fixed Wireless

Reboot your wireless radio

- Unplug the wireless radio power supply unit and wait 30 seconds. This should be located close to your router and would have three connections, two of which would be Ethernet and the third a power supply cable.
- Plug the power supply cable back into the unit.
- Wait about 2 minutes attempt to get online.

Additional Devices – All Service Types

Reboot any additional devices such as a router and your computer. If the status lights on the modem are good after a reboot (refer to the Status Lights section below) and you are still not able to get on the internet, try the following.

- Turn off any router you may have.
- Turn off the computer or device you are trying to get online with.
- If you do have a router, turn on the router and wait until the router has fully booted.
- Turn on your computer or device.
- Attempt to get online. Continue if still not able to get online.
- Bypass router or any other networking device and connect computer directly to modem with LAN cable.
 - Turn off your DSL modem, cable modem, or Fixed Wireless radio power supply.
 - Turn off computer.
 - Connect the DSL modem, cable modem, or Fixed Wireless LAN connection directly to a computer LAN or Ethernet port. Do not use the computers wireless connection for this test.
 - Power on your DSL modem, cable modem, or Fixed Wireless radio.
 - Turn on your computer.
 - Attempt to get online.
- If still not able to get online continue with this troubleshooting guide or call Volcano Internet Technical Support.

Modem Connected, No Internet Access

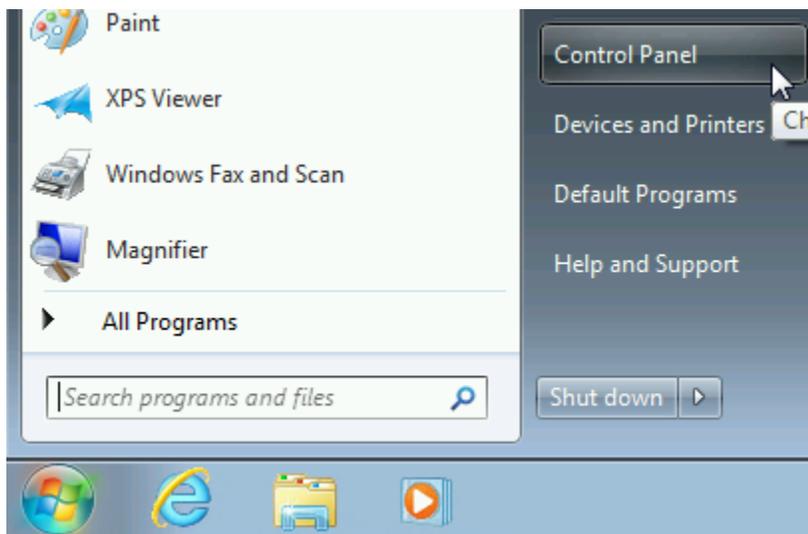
If your modem status is good and you have restarted all devices but still can't get on the internet follow these general troubleshooting steps.

- Temporarily disable firewall or security software.
- Check for malware.
- Try different browser or application.
- Confirm your network interface is enabled and TCP/IP settings are correct.

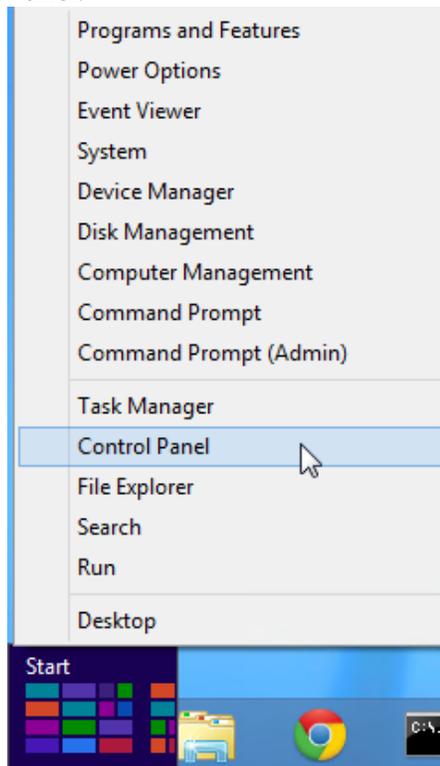
Follow these steps to see if your network interface is enabled and correctly configured.

Windows 7, 8, 8.1

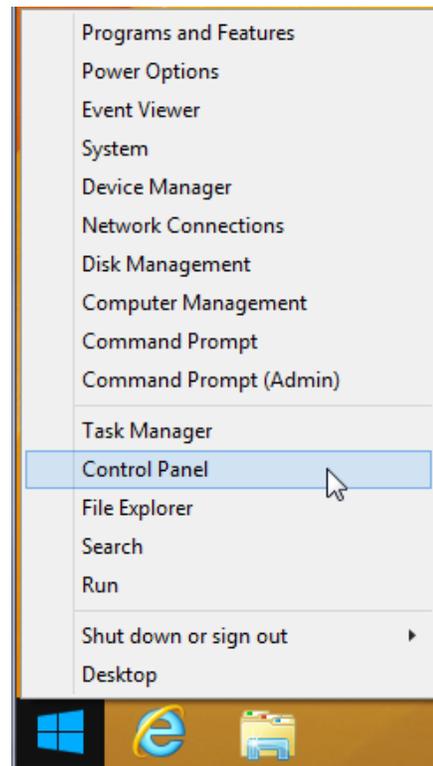
- Go to the Control Panel.
 - **Windows 7** – Start -> Control Panel



Windows 8 – Hover over bottom left corner to have Start appear, right click then Control Panel.



Windows 8.1 – Right Click Start button, then click Control Panel.



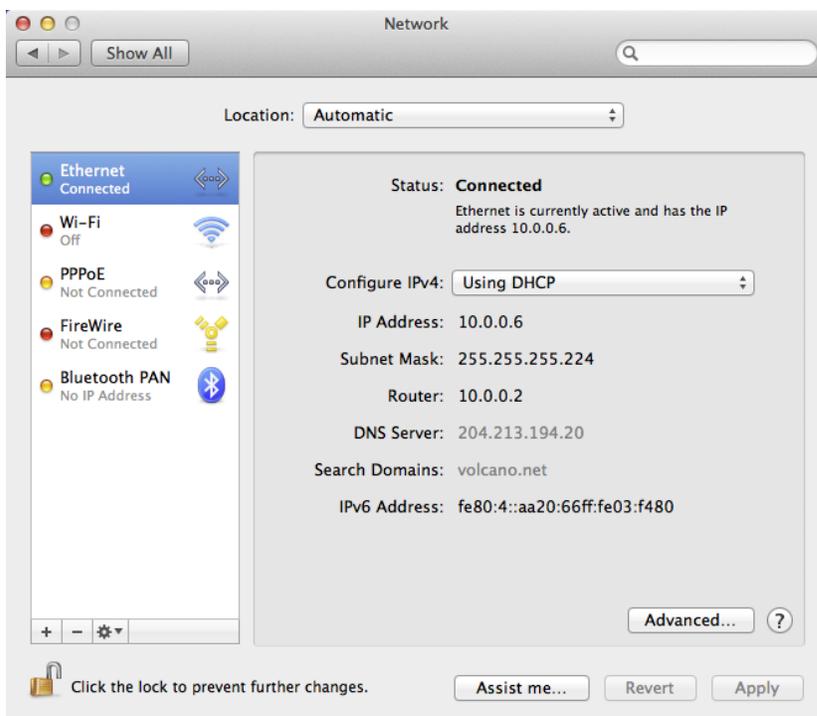
- Click Network and Sharing Center or View network status and tasks.
- Click Change Adapter Settings to go to the Network Connections window.
- Depending on how this computer is connected, locate either the Local Area or Wireless Connection. If interface is disabled, icon will be grey and will state Disabled.
- If Disabled, right click icon and click Enable and retry connection. Continue if still unable to connect.
- If Enabled, right click icon and select Properties.
- Select Internet Protocol Version 4 (TCP/IPv4) and click Properties.
- Confirm "Obtain IP address automatically" and "Obtain DNS server address automatically" are selected.
- If changes are made click OK twice to exit the TCP/IP Properties and Local Area Connection Properties windows and retry connection.
- If still unable to get online, attempt to disable and re-enable the network connection. In the Network Connections window, right click either the Local Area Connection or Wireless Network Connection and click Disable.
- Wait a couple of seconds then right click the icon and select Enable.
- Retry connection.

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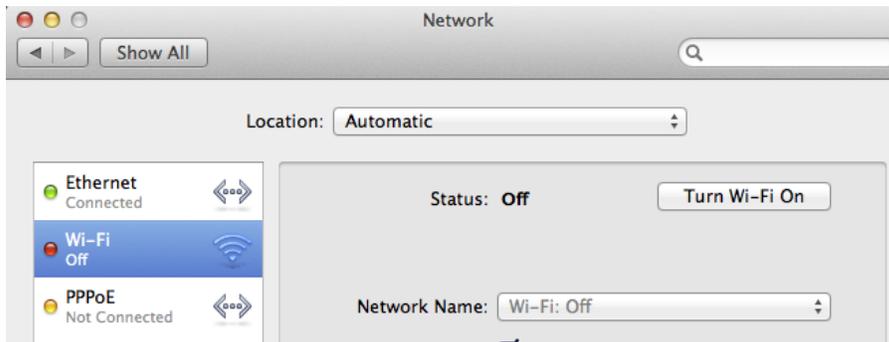
Mac OS X

- Click the Apple Icon in upper left hand corner and click System Preferences.
- Click Network.
- Depending how your Mac is connected, select Ethernet or Wi-Fi. Confirm Status shows as "On" for Wi-Fi and "Connected" for Ethernet.

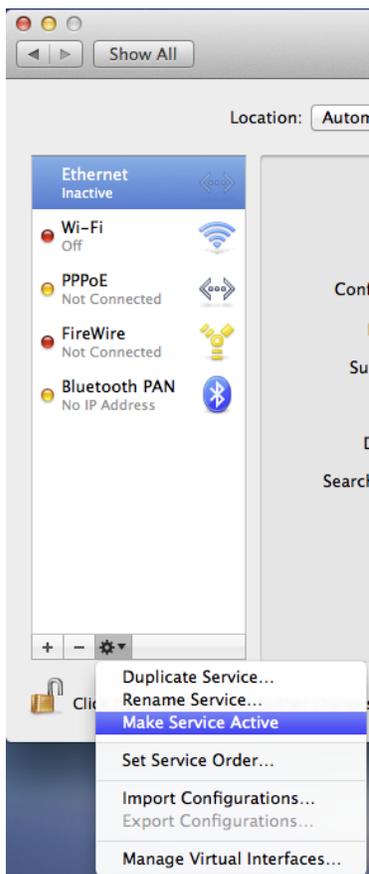


- If using Wi-Fi and the status for Wi-Fi is "Off", select the connection, and click "Turn Wi-Fi On".
If using Ethernet and the connection status for Ethernet is "Inactive", select the connection, click the small gear icon below and click "Make Service Active".
Retry connection. Continue if still unable to connect.

Wi-Fi Connection Off



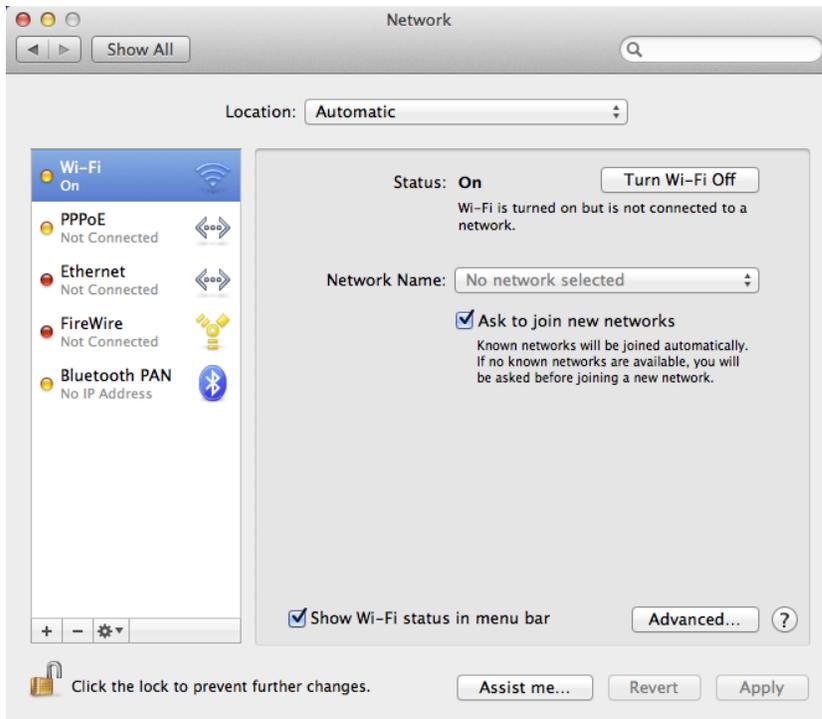
Ethernet Connection Inactive



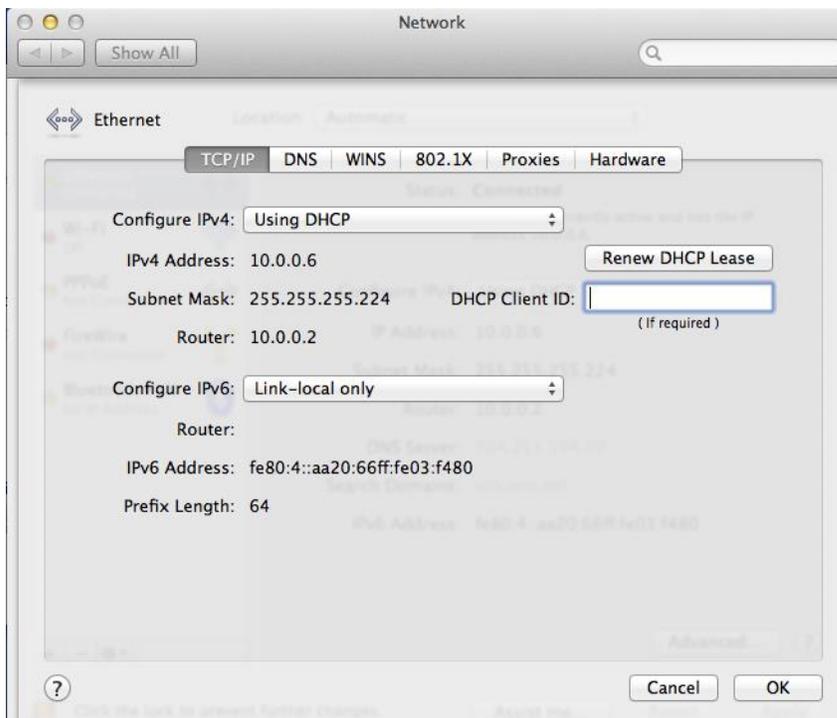
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- Select your connection type, either Wi-Fi or Ethernet and click the Advanced... button at the lower right.



- Confirm "Configure IPv4" is "Using DHCP". For "Configure IPv6" select "Local link only".



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- Click OK to exit and retry connection. Continue if still unable to get online.
- From the Network window, select the connection that is being used.
For Ethernet click the small gear icon at the bottom and select "Make Inactive".
For Wi-Fi click "Turn Wi-Fi Off"
- Wait a few seconds, then select the connection again.
For Ethernet click the gear icon and select "Make Active".
For Wi-Fi click "Turn Wi-Fi On".
Retry connection.
- If still unable to get online contact Volcano Internet Technical Support.

Modem/Router Status Lights

The status lights on your modem or router will show the current condition of your connection. Here's a list of Volcano supplied modems and routers with definitions of their status lights.

DSL

- **Innoband 8012-R1 DSL Modem**



PWR	Solid	DSL modem is powered on
LAN	Solid	LAN port connected
	Blinking	Sending/receiving data
DSL	Solid	DSL connection established
	Blinking	DSL connecting
PPP	Solid	PPP connection established
	Blinking	Sending/receiving data

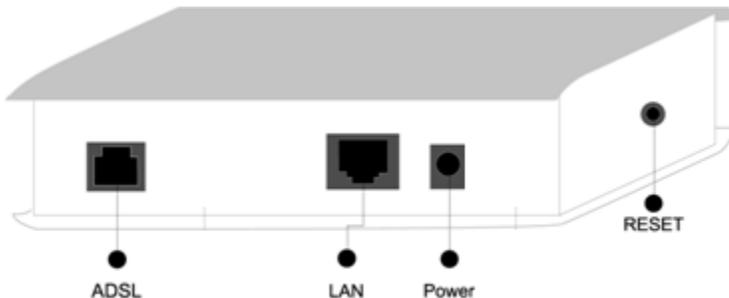
- **Innoband 8012-R2 DSL Modem**

Front Panel



PWR	Solid	DSL modem is powered on
LAN	Solid	LAN port connected
DSL	Solid	DSL connection established
	Blinking	Attempting to establish connection
PPP/ACT	Solid	PPP connection is established
	Blinking	Sending/receiving data
ALM	Solid	Modem is not functioning properly

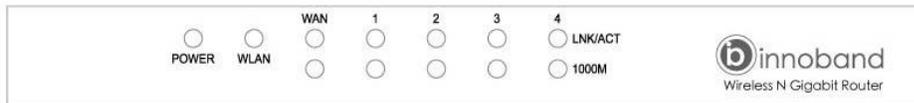
Back Panel



ADSL	DSL phone line connection port
LAN	10/100 Ethernet port for connecting network devices
Power	Power adapter connection
Reset	Restore the model to factory defaults. Modem will not function after reset. Perform reset only with guidance from Volcano Internet Support.

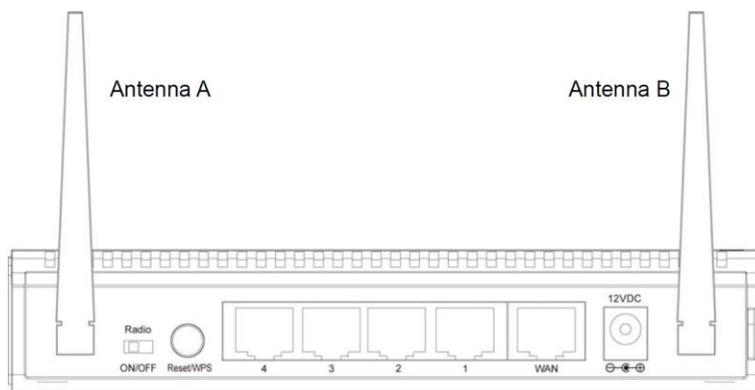
• Innoband 4000-R1 Router

Front Panel



PWR	Solid	Router is powered on
WLAN	Solid	WPS enabled
	Flashing	Sending/receiving data
WAN LNK/ACT	Solid	WAN port connected
	Flashing	Sending/receiving data
LAN 1-4 LNK/ACT	Solid	LAN port connected
	Flashing	Sending/receiving data
WAN 1000M	Solid	Connected at 1000Mbps
	Flashing	Sending/receiving data at 1000 Mbps
LAN 1-4 1000M	Solid	Connected at 1000Mbps
	Flashing	Sending/receiving data at 1000 Mbps

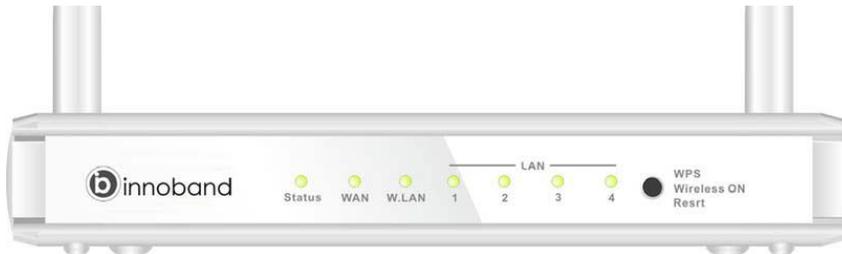
Back Panel



Radio ON/OFF	Turn wireless radio on or off
Reset/WPS	Reset to factory default: Press and hold for 10 seconds. Start WPS: Press for 2 seconds and release.
1-4	LAN port 1 to 4. Connect computers to this port.
WAN	WAN port. Connect DSL to this port.
Power	Power adapter connection.

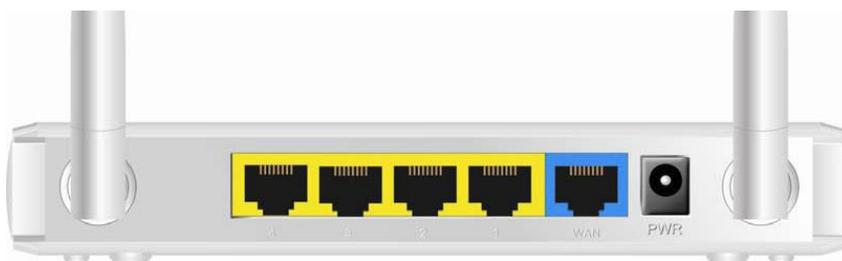
- Innoband 4000-R2 Router**

Front Panel



Status	Flashing	Device is working
WAN	Solid	WAN port connected
	Flashing	Sending/receiving data
W.LAN	Solid	Wireless network connected
	Flashing	Sending/receiving data
LAN 1-4	Solid	LAN port connected
	Flashing	Sending/receiving data

Back Panel



1-4 (Yellow)	LAN port 1 to 4. Connect computers to this port.
WAN (Blue)	WAN port. Connect DSL or cable modem to this port.
Power	Power adapter connection.

- **Comtrend VR3030 DSL Modem**

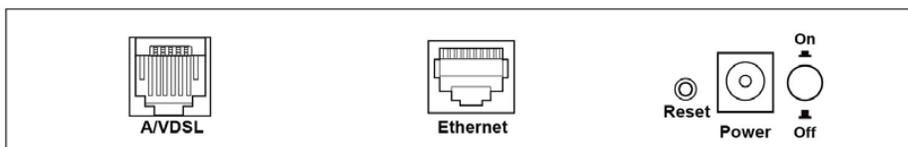


Front Panel



Power	Solid Green	Device is powered
	Solid Red	Device is malfunctioning
Ethernet	Solid Green	LAN port connected
	Flashing Green	Sending/receiving data
DSL	Off	DSL not connected
	Solid Green	DSL connection established
	Fast Flashing Green	DSL connecting
	Slow Flashing Green	DSL connection attempt failed
Internet	Solid Green	PPPoE session established
	Off	PPPoE not connected, device powered off, or modem in bridge mode
	Flashing Green	Sending/receiving data
	Solid Red	PPPoE connection failed

Back Panel



A/VDSL	DSL phone line connection port
Ethernet	Ethernet port for connecting network devices
Reset	Restore the model to factory defaults. Modem will not function after reset. Perform reset only with guidance from Volcano Internet Support.
Power	Power adapter connection.
On/Off	Press to power device on (IN) or off (OUT).

- **Comtrend CT-5374 DSL Modem/Router**

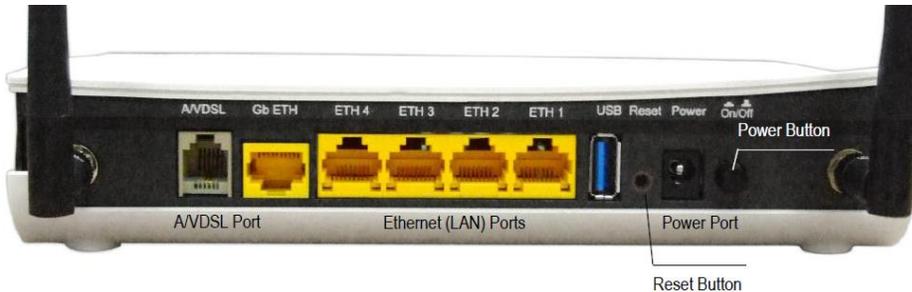
Front Panel



Internet	Solid Green	PPPoE session established
	Off	PPPoE not connected, device powered off, or modem in bridge mode
	Flashing Green	Sending/receiving data
	Solid Red	PPPoE connection failed
Power	Solid Green	Device is powered up
	Solid Red	Device malfunctioning
ETH 1 to 4	Solid Green	LAN port connected
	Flashing Green	Sending/receiving data
Wireless	Solid Green	Wireless module enabled
	Flashing Green	Sending/receiving data
A/DSL (DSL)	Solid Green	DSL connection established
	Fast Flashing Green	DSL connecting or data transmitting
	Slow Flashing Green	DSL connection attempt failed
GbETH (Use only with Cable modem or Fixed Wireless)	Solid Green	Device connected at 100M
	Flashing Green	Sending/receiving data
	Solid Amber	Device connected at 1GB
	Flashing Amber	Sending/receiving data

- **Comtrend CT-5374 DSL Modem/Router**

Back Panel



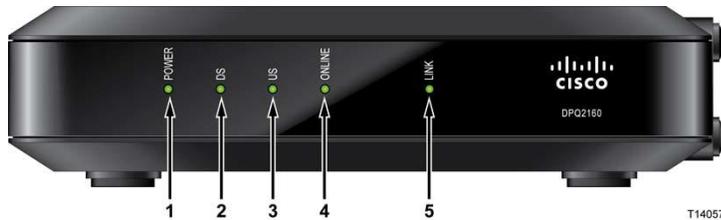
A/VDSL	DSL phone line connection port
GbETH	Cable modem, fixed wireless, or fiber to the home
ETH 1 to 4	Ethernet ports for connecting network devices
USB	USB connection for Printer Server
Reset	Restore the model to factory defaults. Perform reset only with guidance from Volcano Internet Support.
Power Port	Power adapter connection
Power Button	Press to power device on (IN) or off (OUT).

DSL subscribers: Do not connect any devices or cables into the GbETH port. The GbETH port is for services other than DSL, such as fixed wireless, cable modem or fiber to the home.

Cable Modem

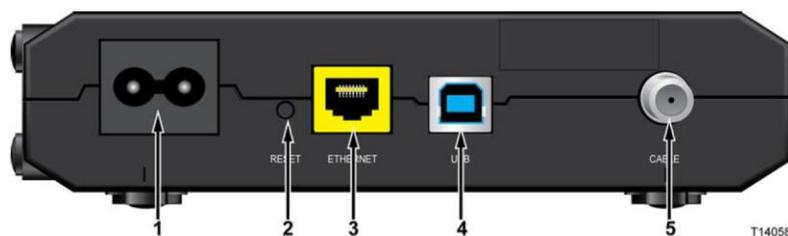
- Cisco DPQ2160 Cable Modem**

Front Panel



Power	Solid	Device is powered
DS (Downstream)	Solid	Receive data connection up
US (Upstream)	Solid	Send data connection up
Online	Solid	Registered on network and fully operational
	Flashing	Booting up or attempting to register with network
Link	Solid	Ethernet or USB connection established
	Flashing	Sending/receiving data between PC and cable modem

Back Panel

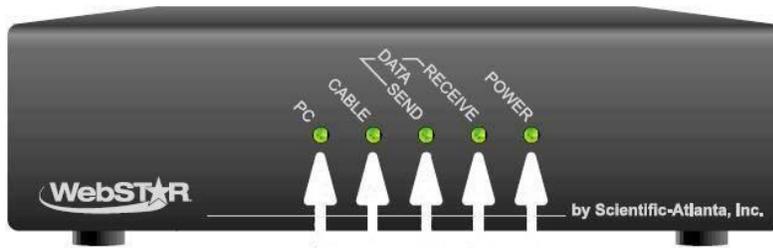


1	100-240V AC	Connects to provided power supply
2	Reset	Restore the model to factory defaults. Perform reset only with guidance from Volcano Internet Support.
3	Ethernet	Connects to computer or WAN port on router.
4	USB	12 Mbps USB port connects to computer. Use only if you do not have an Ethernet connection.
5	Cable	Connects to cable line

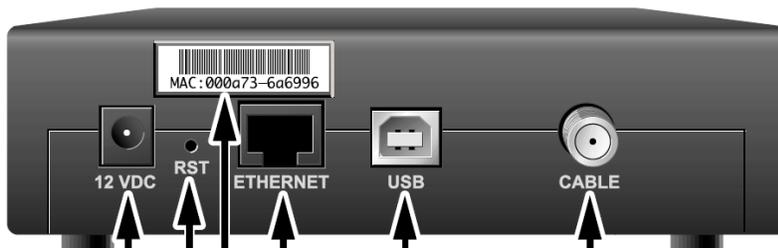
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- **Webstar**



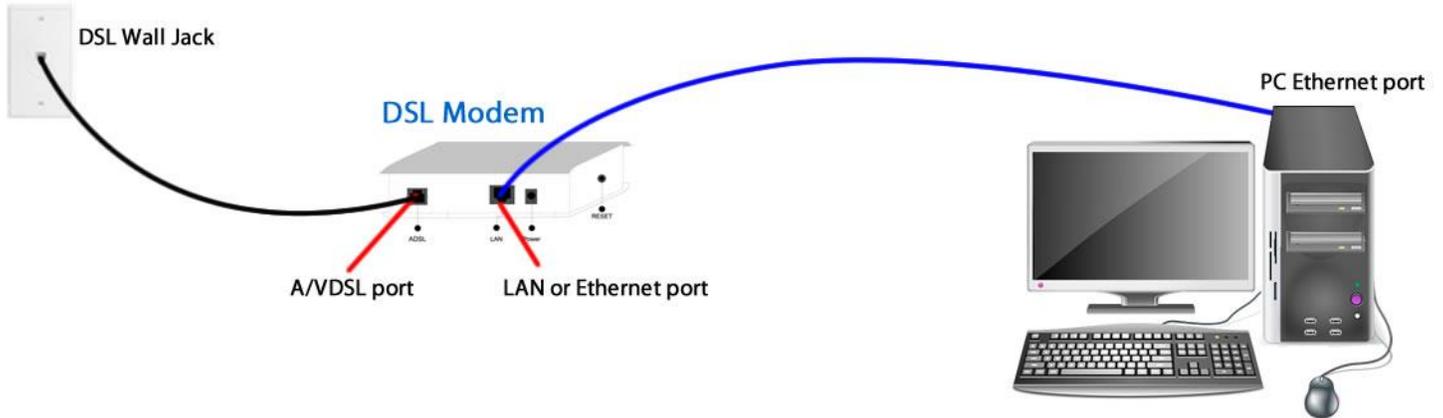
Power	Solid	Device is powered
Receive Data	Flashing	Receiving data
Send Data	Flashing	Sending data
Cable	Solid	Registered on network and fully operational
	Flashing	Booting up or attempting to register with network
PC	Solid	Ethernet or USB connection established
	Flashing	Sending/receiving data between PC and cable modem



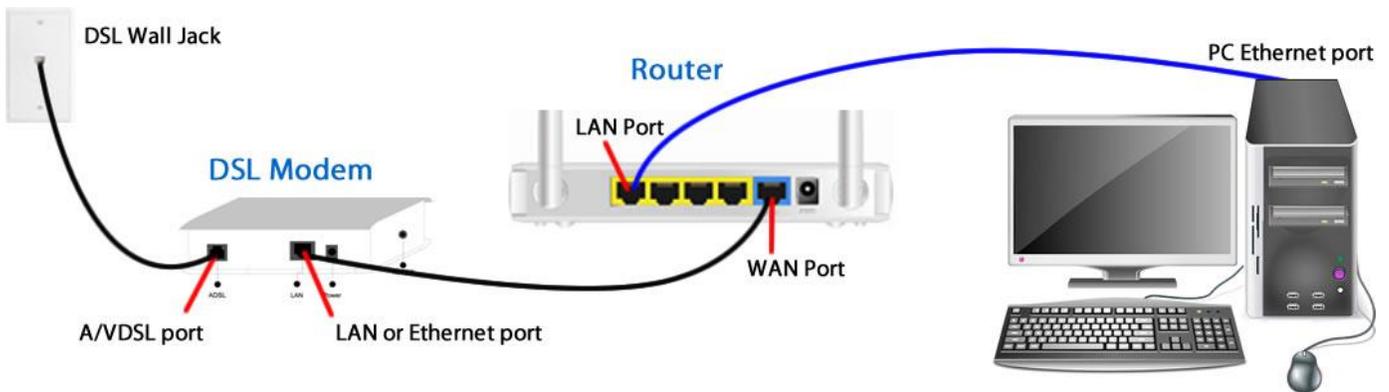
12 VDC	Connects to provided power supply
Rst	Restore the model to factory defaults. Perform reset only with guidance from Volcano Internet Support.
Ethernet	Connects to computer or WAN port on router.
USB	12 Mbps USB port connects to computer. Use only if you do not have an Ethernet connection.
Cable	Connects to cable line

Wiring Diagrams - DSL

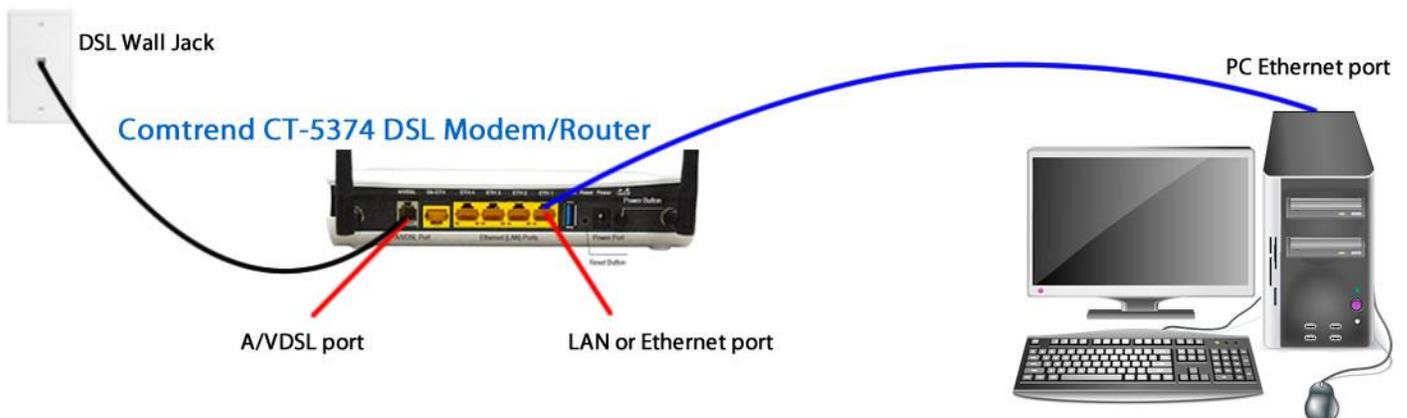
DSL to Single PC



DSL to Router to PC

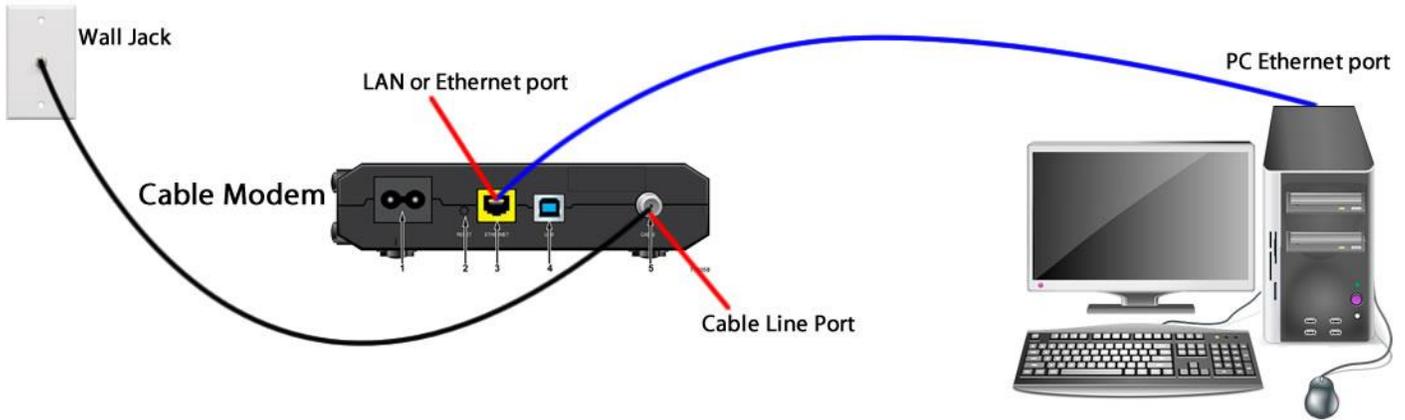


DSL Modem/Router to PC



Wiring Diagrams – Cable Modem

Cable Modem to Single PC



Cable Modem to Router to PC

