Technical Bulletin

Call Direct modem internet check procedure

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Scope

This document is to explain how to check if there is an internet connection on a Call Direct modem.

LED Indicators

The call direct modem has indicator LED's on it to tell what state the modem is in. the follow is an explanation on what these LED's do.
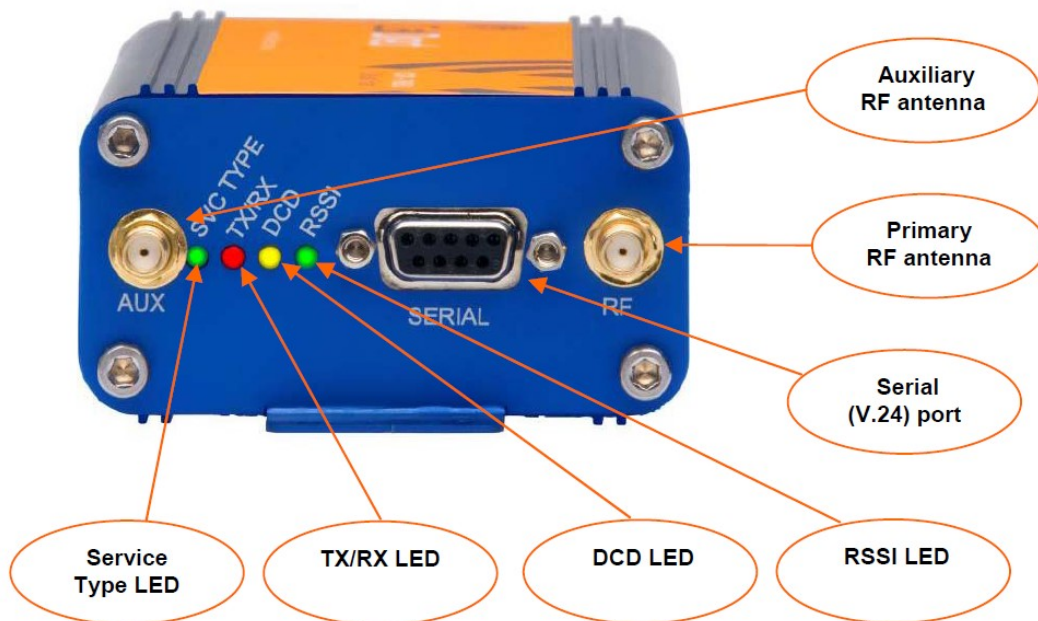

Figure 1 Antenna end of the Call direct modem

After 2 minutes of the modem being powered up the DCD and the RSSI should light up to say that the modem has connected to the internet service provider and has internet.

Troubleshooting

If the DCD and the RSSI LED don't light up there is problem and there is no internet. Follow the checklist should be used to get the internet going again.

	Check	Solution
1.	Check that the Power LED is on	If the power LED is not lit up do the following: • Replug the power to modem and check the power LED • If you have a spare modem, try replacing the modem if and see if the replacement modem power LED turns on • If you do not have a spare modem, use a multimeter if available to check the voltage at the plug, it should be 12V DC • If the Power LED is still not lit you will need a Service Technician to check and possibly replace the modem power supply.
2.	Check that the RSSI LED is on	If the RSSI LED is not on do the Following: • Repower the modem by unplugging the modem power plug and plugging it back in, you will have to wait 2 minutes before rechecking the RSSI • If the RISSI LED is still not lit check the antenna connection. Make sure that the antenna is connected to the connection labelled RF shown in Figure 1. After the connection has been checked repower the modem and wait 2 minutes before rechecking the RSSI LED • If you have a spare antenna (even if it is a small version) try connecting it to the RF antenna connector. Repower the modem and wait 2 minutes before rechecking the RSSI • If the RISSI LED is still not lighting up replace the modem.
3.	Check that the DCD LED is Lit up	If the DCD LED is not lit up do the following: • Repower the modem by unplugging the modem power plug and plugging it back in, you will have to wait 2 minutes before rechecking the DCD LED • If the DCD LED is not lighting up remove the SIM card and put it back in again. Repower the modem and wait 2 minutes before rechecking the DCD LED • If the DCD LED is not lighting up remove the SIM card and put it into a phone and check if you can surf the internet • If the DCD LED is still not lighting up replace the modem.

Helpdesk assistance
For any further queries regarding the above Service Advisory, contact the Compac Helpdesk on
+64 9 579 1877 (Worldwide) or 1800 145 887 (Australia) helpdesk@compac.co.nz