

Troubleshooting the Actiontec GT704WGB gateway

You can use the Power, DSL, USB, and Ethernet lights on the front panel of the Actiontec GT704WGB gateway to help diagnose home networking connectivity problems. Follow the steps below to diagnose and test the possible solutions for any connectivity problems you are experiencing.

Note: You might want to print these directions to make the troubleshooting process easier.



1. Has your [Service Ready Date](#) passed? High Speed Internet Service is not available until Verizon Online activates your line.
2. Is the Power light illuminated?
 - **Light is green:** The Actiontec GT704WGB gateway power is on. Go to Step 3.
 - **Light is not solid green:** The [gateway isn't getting power](#).
3. Is the DSL light illuminated?
 - **Light is green:** The connection between the Actiontec gateway and Verizon Online is established. Go to Step 4.
 - **Light is off:** The link between the gateway and Verizon Online [is not connected](#).
4. If the Actiontec gateway is connected to your computer using an Ethernet cable, are any **Ethernet** lights illuminated (E1, E2, E3, or E4)?
 - **Light for the port where a cable is connected is green:** The Ethernet connection between the gateway and your computer is established. Go to Step 5.
 - **Light for the port where a cable is connected is off:** [No link is established](#) between the Actiontec gateway and your computer.
5. If the Actiontec GT704WGB gateway is connected to your computer using a USB cable, is the **USB** light illuminated?
 - **Light is green:** The USB connection between the router and your computer is established. Go to Step 6.
 - **Light is off:** [No link is established](#) between the Actiontec gateway and your computer.
6. Reboot your computer by turning it off, waiting for 45 seconds, and then turning it back on. Re-check your router lights.
7. Disconnect all networked computers and restart the computer connected to the router. Reconnect the other computers one-by-one to isolate the problem.

Support Documents

What is the Service Ready Date?

The Service Ready Date is the day your DSL signal is activated on your telephone line. When your DSL order is complete, Verizon Broadband informs you of the date your service is ready.

Please wait for the Service Ready Date before installing the DSL software.

If your Service Ready Date has arrived but your DSL connection is not active, please call the Technical Support phone number listed in your Getting Started Guide.

[Back](#)

Actiontec GT704WG Gateway Troubleshooting: Power light is not illuminated solid green

1. Power light is off
 - Your Actiontec gateway isn't getting power.
 - Confirm that the power switch on the back panel of the router is in the "on" position.
 - If the Power light is still not green, verify the connection between the power cord and the back of the Actiontec gateway. Ensure that the other end of the power cord is securely connected to the electrical outlet.
2. Power light is flashing red
 - The Actiontec gateway failed the power-up test. Turn off the power switch on the back panel of the gateway for 45 seconds and then turn it back on.
3. Power light is red
 - The Actiontec gateway failed the power-up test. Turn off the power switch on the back panel of the gateway for 45 seconds and then turn it back on.
 - If the power light is now solid green but you can't connect to the Internet, continue with [Troubleshooting Step 3](#).
4. If the power light is still not solid green, contact Verizon Online at 800-567-6789.

Actiontec GT704WG Troubleshooting: The DSL light is off

1. Verify that your phone line connection to the DSL port of the router is secure.

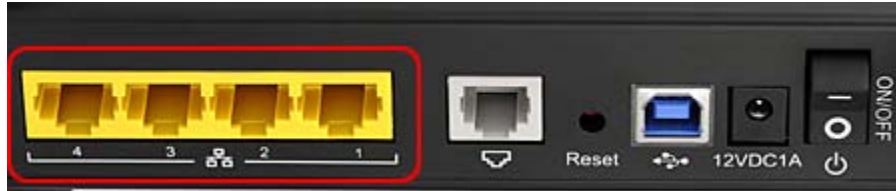


2. Check the connection where your phone line connects to your wall outlet.
3. If the light is still off, verify that a DSL filter is installed between all telephone equipment and the telephone line. The Line side of the DSL filter should be connected to the telephone line, while the Phone side of the DSL filter should be connected to the telephone equipment.
 - **Note:** DSL filters are not required if you have Verizon 7M High Speed Internet service.
4. If the light is still off, verify that the DSL router connects to the telephone line without a DSL filter.
 - If the DSL light is now illuminated but you can't connect to the Internet, continue with [Troubleshooting Step 4](#).
5. If the DSL light remains off, contact Verizon Online at 800-567-6789.

Actiontec GT704WG Troubleshooting: An Ethernet light is off

An Ethernet light should be illuminated for each port (1 – 4) where you have connected an Ethernet cable. If you have an Ethernet cable plugged into a port that does not have its light illuminated, follow the steps below to diagnose the problem.

1. Disconnect and reconnect the Ethernet cable to the Ethernet port on the back of your computer.



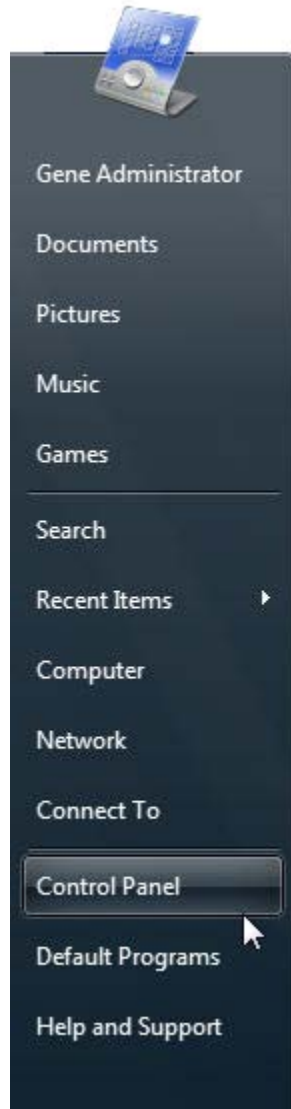
2. If the Ethernet light is still off, plug the yellow Ethernet cable into a different available Ethernet port.
3. If the Ethernet light is still off, verify that you plugged the other end of the Ethernet cable securely into the Network Interface Card (NIC).
4. If the Ethernet light is still off, use [Windows Device Manager](#) to verify that your NIC is working correctly.
5. If the Ethernet light is now illuminated but you still can't connect to the Internet, continue with [Troubleshooting Step 5](#).
6. If the Ethernet light remains off, contact Verizon Online at 800-567-6789.

Check for network adaptor problems using Device Manager

You can use Windows Device Manager to determine whether your computer has a wireless network adapter installed.

Note: You must be logged on as an administrator to access Device Manager in Windows Vista.

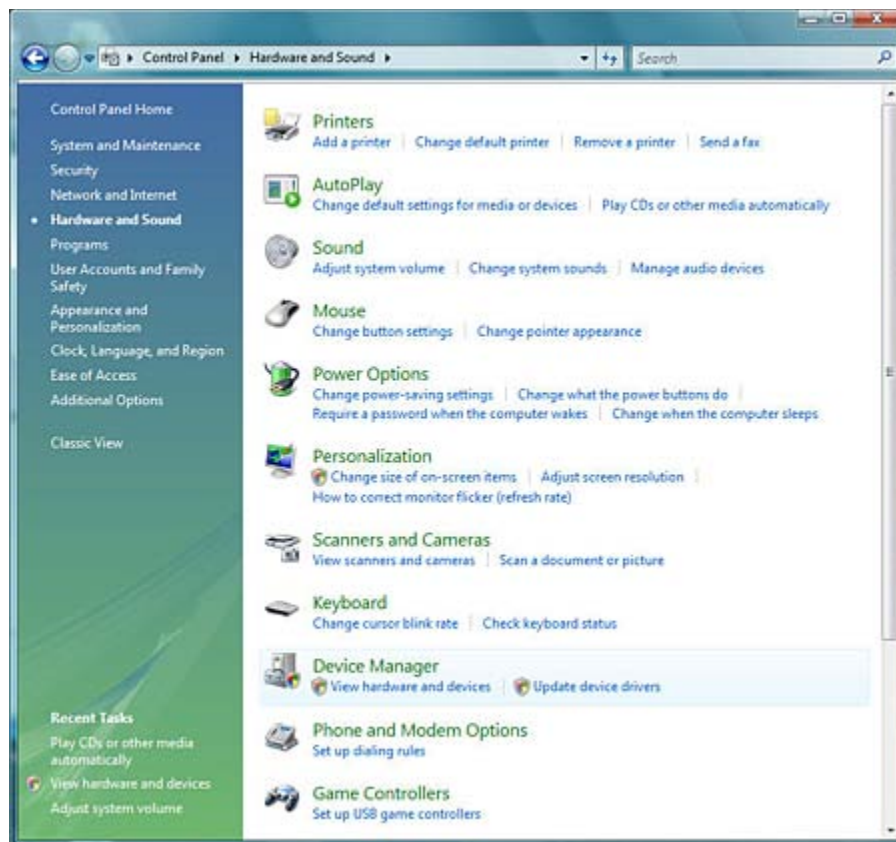
1. Click the Start button in the left Taskbar
2. Click **Control Panel**.



3. Select **Hardware and Sound** in Control Panel.

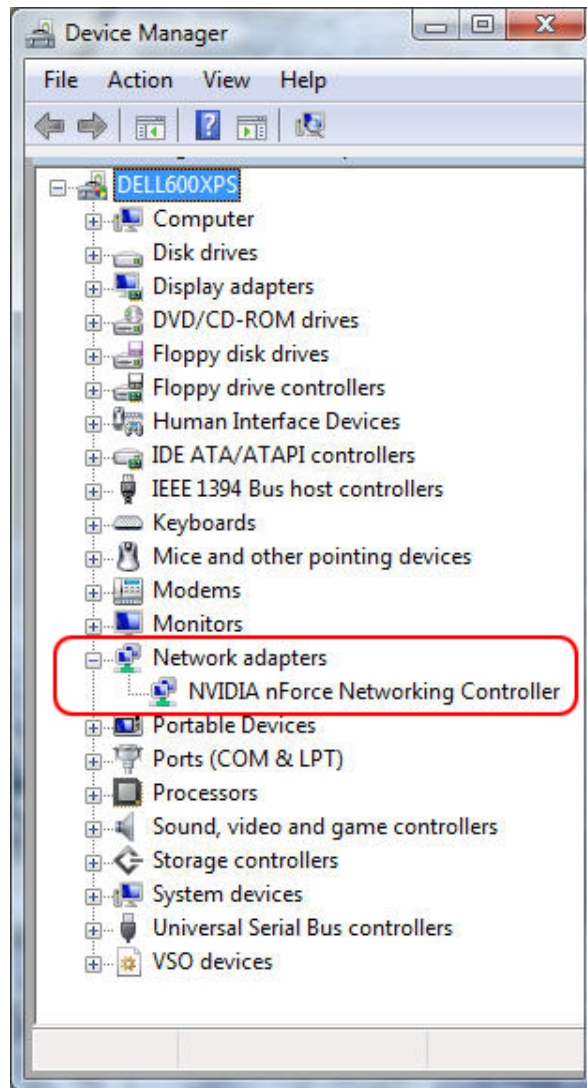


4. Click **Device Manager** in Control Panel Hardware and Sound.



5. Click **Continue** if prompted to confirm you want to access Device Manager.

6. Click the "+" before **Network adapters**. If your computer has a Network Interface Card, the adapter name is displayed. A yellow exclamation point will display if there is an issue with your Network Interface Card (NIC).



7. Return to [Ethernet light troubleshooting](#).

Actiontec GT704WG Troubleshooting: The USB light is off

1. Verify that the smaller square end of the USB cable is plugged securely into the USB port on the back panel of the Actiontec gateway.



2. Verify that the other end of the USB cable is plugged securely into the USB port of your computer.
3. If the USB light is now illuminated but you still can't connect to the Internet, continue with [Troubleshooting Step 6](#).
4. If the USB light is still not illuminated, contact Verizon Online at 800-567-6789.