

VersaLink 7500 Gateway Troubleshooting

You can use the Power, Ethernet, DSL and Internet lights on the front panel of the Westell VersaLink 7500 gateway to help diagnose a connection issue with your Westell gateway. Follow the steps below to diagnose and test the possible solutions for any connectivity issues you are experiencing.

1. Has your [Service Ready Date](#) passed? Verizon High Speed Internet is not available until Verizon Online activates your line.
2. If you're using only one computer, restarting your computer can help you re-establish a new connection.
3. Use the power switch to turn the power off on your VersaLink 7500 gateway, wait 15 seconds, and then turn it back on. Wait an additional 45 seconds so the gateway resynchronizes with the server and then try connecting to the Internet. This will fix most gateway connection issues.
4. Is the **Power** light illuminated?
 - **Light is green:** The VersaLink gateway power is on. Go to Step 5.
 - Light is off: [The gateway isn't getting power](#)
 - Light is **solid red:** [Power-on self test](#)
5. Are any **Ethernet** lights illuminated (E1, E2, E3, or E4)? If you have a completely wireless network, you may not have any cables plugged into the Ethernet ports. If that is the case, skip to Step 6.
 - **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 6.
 - **Light for the port where a cable is connected is off:** [No link is established between the VersaLink gateway and your computer.](#)
6. Is the **DSL** light illuminated?
 - **Light is green:** The connection between the gateway and Verizon Online is established and traffic is passing through the gateway. Go to Step 7.
 - **Light is off:** [The link between the VersaLink gateway and Verizon Online is not connected.](#)
7. Is the **Internet** light illuminated?
 - **Light is flashing green:** A connection has been established to Verizon and IP traffic is passing through the VersaLink 7500 gateway. Continue with Step 8.
 - **Light is off or red:** [The connection to Verizon failed.](#)
8. Disconnect all networked computers and restart the main computer. Reconnect the other computers one-by-one to locate the problem.
9. If you have completed all the diagnostic steps and still can't connect to the Internet, please contact the Verizon High Speed Internet Support Center.



Support Documents

What is the Service Ready Date?

The Service Ready Date (SRD) is the day your Verizon High Speed Internet signal is activated on your telephone line. When your Verizon High Speed Internet order is complete, Verizon Broadband informs you of the date your service is ready.

Please wait for the Service Ready Date before installing the Verizon High Speed Internet software.

If your Service Ready Date has arrived but your Verizon High Speed Internet connection is not active, please call the Verizon High Speed Internet Support Center at 800-567-6789.

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VersaLink 7500 Power light is off

1. Verify that the power switch is in the on position.
2. If the **Power** light is still not green, verify the connection between the power cord and the back of the VersaLink gateway. Ensure that the other end of the power cord is securely connected to the electrical outlet.



3. If the Power light is now green, continue with [Troubleshooting Step 5](#).
4. If the Power light is still off, please contact Verizon High Speed Internet Support Center by calling 800-567-6789.

VersaLink 7500 Power light is red

The Power light may be red for a few seconds while it runs a power-on self testing routine.

1. If the Power light remains solid red, there is a device malfunction. Shut off the gateway once again and then restart it.
2. If the Power light is now solid green but you still can't access the Internet, continue with [Troubleshooting Step 5](#).
3. If the Power light is still off, please contact Verizon High Speed Internet Support Center by calling 800-567-6789.

VersaLink 7500 Ethernet lights are off

If the light is off for the port where the Ethernet cable is connected:

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 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 your computer's Network Interface Card (NIC).
4. If the Ethernet light is still off, use [Windows Device Manager](#) to verify that your computer's NIC is working correctly.
5. If the Ethernet light is flashing green or solid green for the port where your Ethernet cable is plugged in but you still can't access the Internet, continue with [Troubleshooting Step 6](#).
6. If the Ethernet light is still off, please contact Verizon High Speed Internet Support Center at 800-567-6789.

VersaLink 7500 DSL light is off

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



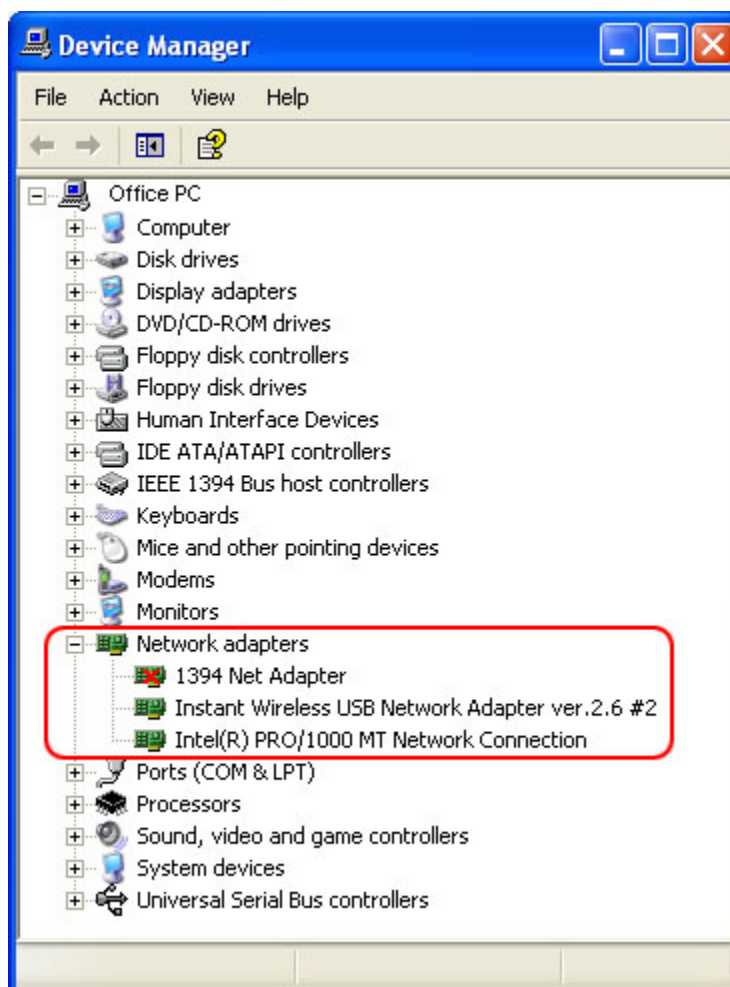
2. If the light is still off, verify that a filter is installed between all telephone equipment and the telephone line. The Line side of the filter should be connected to the telephone line, while the Phone side of the filter should be connected to the telephone equipment.

Note: Filters are not required if you have Verizon 7M High Speed Internet service.

3. If the light is still off, verify that the gateway connects to the telephone line *without* a filter.
4. If the DSL light is now green or flashing green but you still can't access the Internet, continue with [Troubleshooting Step 7](#).
5. If the DSL light is still off, please contact Verizon High Speed Internet Support Center at 800-567-6789.

Check for network adaptor problems using Device Manager

1. Right-click the **My Computer** icon on the desktop.
2. Select **Properties** from the menu. The System Properties window appears.
3. Select the **Hardware** tab.
4. Select **Device Manager**. The Device Manager appears.
5. Expand Network Adaptors by clicking on the plus (+) sign. Problems with the network adaptor (or other hardware devices) are indicated with a yellow exclamation mark.



6. Close the Device Manager window.

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VersaLink 7500 DSL light is off

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



2. If the light is still off, verify that a filter is installed between all telephone equipment and the telephone line. The Line side of the filter should be connected to the telephone line, while the Phone side of the filter should be connected to the telephone equipment.

Note: Filters are not required if you have Verizon 7M High Speed Internet service.

3. If the light is still off, verify that the gateway connects to the telephone line *without* a filter.
4. If the DSL light is now green or flashing green but you still can't access the Internet, continue with [Troubleshooting Step 7](#).
5. If the DSL light is still off, please contact Verizon High Speed Internet Support Center at 800-567-6789.

VersaLink 7500 Internet light is off or red

If the VersaLink 7500 Internet light is off or solid red, the gateway is either in Bridge Mode or the connection to Verizon can't be established. If you've already completed Step 6 and checked your DSL connection, please contact Verizon High Speed Internet Support Center at 800-567-6789.

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