

## Troubleshooting

- Many issues can be resolved by resetting your equipment. To do this: First, shut down your computer, ITP Adapter, existing router (if you have one), and DSL/cable Modem. Then, turn the devices back on one at a time. Turn them on in this order: modem, existing router, ITP Adapter, and computer.
- Make sure your phone is plugged into “FXS1” on the ITP Adapter.
- Are you able to access web pages? If not, the problem may be with your internet connection. Check with your service provider to find out if there are connection issues in your area or some other problem with your connection.
- Be sure your telephone, which is plugged into the ITP Adapter, is disconnected from the wall telephone jacks (the ones you use for traditional phone company service). ITP’s service won’t work if the phone is still plugged in to a wall jack.
- Redo the steps of this installation guide. Make sure to follow the steps exactly. The order in which you connect and turn on everything is very important.

**If you have any questions or problems you can contact customer support through the web-contact system or by calling the toll free number**

**(U.S.) 1 (888) 487-1110 or (Canada) 1 (888)548-8820**



## Installation Guide for GXW4004 Adapter

**Make sure you have everything you need:**

- DSL/cable modem or high speed internet.
- 2 Ethernet cables (1 incl.)
- An analog telephone and standard phone cable
- ITP Adapter



**If you have a router installed go to Setup B**

### Setup A – No Router

#### 1. Unplug the power from modem

Disconnect the modem’s power cable from the electrical outlet.

**Make sure there is NO USB Cable Connected to your modem.**



#### 2. Connect modem to ITP Adapter

Connect the included ethernet cable to the Ethernet port on your modem. Plug the other end into the WAN port on the ITP Adapter.

#### 3. Plug in the modem

Plug your modem’s power adapter into an electrical outlet.

#### 4. Plug in the ITP Adapter

Insert the power adapter into the power port on the ITP adapter. Plug in the second ethernet cable from LAN on the ITP adapter port in to the ethernet port on your computer.

## 5. Turn computer on

Wait for the ITP adapter power indicator to stop blinking and show green lights on POWER, READY, WAN and LAN. Now turn your computer on.

## 6. Check internet connection

Make sure your internet access is working. If it's working, then you can skip the rest of this step.

### If you use a DSL modem:

You may need to configure PPP-over-Ethernet (PPPoE) to work with the ITP Adapter. Here's what to do:

- Open your web browser on your computer and enter <http://192.168.6.1> (the ITP adapters address) in the address field and hit Enter. If prompted, Log in with Password: 123.
- On the top of the screen, click "BASIC SETTINGS".
- Select "usePPPoE" in the "IP Address" section. Enter the PPPoE Service Name (if required), account ID (username) & password provided by your ISP.
- Scroll to the bottom and click APPLY to save your new settings. Then click REBOOT and wait 2 minutes for settings to take effect.

## 7. Connect telephone

Make sure your telephone is set to its tone setting (not pulse). Connect one end of the telephone cord to your telephone. Connect the other end of the telephone cord to the port labeled "FXS1" on the ITP adapter. Lift the telephone handset. The Line 1 light on front will turn green.

## 8. Check for dial tone

Check for a dial tone. If you hear one, congratulations! You're now ready to use ITP. If you don't hear a dial tone, read the troubleshooting advice below.

## Setup B – With a Router

### 1. Connecting an ethernet cable to the ITP Adapter

Unplug your ITP Adapter power cable. Connect one end of an ethernet cable to the port labeled WAN on the ITP Adapter.

### 2. Connect ethernet cable to your existing router

Connect the other end of the ethernet cable to an unused ethernet port on your router (or modem with built-in router).



### 3. Connect power adapter

Connect the power adapter to the ITP Adapter and plug the other end into an electrical outlet. Wait for the ITP adapter power indicator to stop blinking and show green lights on POWER, READY, and WAN.

### 4. Connect telephone

Make sure your telephone is set to its tone setting (not pulse). Connect one end of the telephone cord to your telephone. Connect the other end of the telephone cord to the port labeled "FXS1" on the ITP adapter. Lift the telephone handset. The Line 1 light on front will turn green.

### 5. Check for dial tone

Check for a dial tone. If you hear one, congratulations! You're now ready to use ITP. If you don't hear a dial tone, read the troubleshooting advice below.