



EndeavorTM
Communications

TROUBLESHOOTING GUIDE

TELEPHONE | INTERNET | TELEVISION



TELEPHONE TROUBLESHOOTING

If you experience any problems with your telephone or service, there are several ways you can identify where the problem lies. Endeavor Communications is responsible for any problems that occur from our main office to the interface on the outside of your home. (The interface is usually located by the electric meter base.)

Testing your phone:

1. Take a regular telephone (NOTE: NOT a cordless phone or a phone/answering machine combination telephone) and a regular screwdriver out to the interface on the outside of your home.
2. Open up the "Customer Access" section of the interface.
3. If your phone is a simple interface phone, unplug the phone cord from the interface. If your phone is a TII, you need to lift the black tabs up and then unplug the phone cord from the interface.
4. Lift your phone's receiver and check for a dial tone. If you have a dial tone, test the phone by placing a call to test your line.
5. If you are still experiencing a problem at the interface, call Endeavor Communications at **765.795.4261** or **1.800.922.6677**. If there is no problem at the interface, the problem lies inside your home. You can either try to identify and fix the problem yourself, or call Endeavor Communications during regular business hours at **765.795.4261**.
6. Once you have finished testing your phone, re-plug the phone cord back into its jack to restore regular service back into your home.

If the problem is in your home:

Give Endeavor Communications a call at **765.795.4261** during our normal business hours to set up an appointment.

If the problem is at the network interface:

Call the Endeavor Communications repair line at **765.795.4261** or **1.800.922.6677**. If your service is out of order due to a problem on the outside line for more than 48 hours after you report the trouble, you are entitled to a credit on your next bill for part of the local service charge.

INTERNET TROUBLESHOOTING

Why can't I get on the Internet? There can be several different reasons why, but let's start with the basics. Check your connections. Make sure you are plugged into the phone jack. Check the modem and see if everything is correctly plugged into the back; do the same with your computer. Power strips can easily be turned off by accident, so check all of your connections.

(NOTE: Internet customers on fiber optic technology please follow the ONT Power Supply/Battery troubleshooting steps on page 6.)

Loss of power- Rebooting the modem:

If you lose power, it may be necessary to reset your modem, router, or computer. To reboot your modem you simply turn the "Power" switch on the modem off, wait a few seconds and then turn it back on.

Reboot your equipment:

Reboot each item, one at a time. All are sensitive pieces of equipment and will need to be rebooted from time to time.

1. Reboot your modem by turning it off and then back on.
2. If you have a separate router, reboot it at this time.
3. Reboot your computer.

If the "ADSL" light blinks, but does not come on solid, follow the steps below to determine the source of trouble:

1. Unplug the modem from the jack and plug in a phone.
Even though your High Speed Internet is provided through a DSL line, there is still dial tone coming from the jack. To verify that you have dial tone, unplug the modem and plug a telephone into the jack. When you pick up the telephone, you should have a dial tone. If you do not have a dial tone, call **765.795.4261** or **1.800.922.6677**.
2. Bypass the surge protector.
Unplug the line cord from the jack to the surge protector and plug directly into the modem. This would give you a direct connection from the jack to the modem. If your connection works, your surge protector needs to be replaced. (NOTE: If you follow this procedure your modem will no longer be surge protected.)

Enabled or disabled

XP and Windows 2000 users need to make sure the network card is enabled. Go to Start; then Control Panel. Click on Network Connections and look for the Local Area Connection (LAN) icon. Underneath the icon it should say "Connected." If for some reason it says disabled, just right click on the icon and then click on "Enable."

Severe weather

To help protect your modem and computer equipment it is best to invest in a good surge protector strip. However, even the best grounded facilities are not immune to lightning strikes. Modems, routers, and surge protectors are all sensitive equipment and just a small surge of electricity can render them useless. Even UPS

(Uninterruptible Power Supply) systems can not guarantee complete protection. When the threat of severe weather is looming, the best way to protect yourself from a lightning strike is to unplug your modem or router from the phone jack, then unplug your equipment from the power outlet. Unplugging the modem from the phone jack and the computer from the power outlet is the best way to avoid damage.

If you follow these steps and you still do not have an Internet connection, call technical support at **765.795.4261** or **1.800.922.6677**.

Change your Endeavor email password:

Call Endeavor Customer Service to change your email password, or go to **www.weEndeavor.com**, and click on the “**Endeavor Webmail**” tab to change your password online.

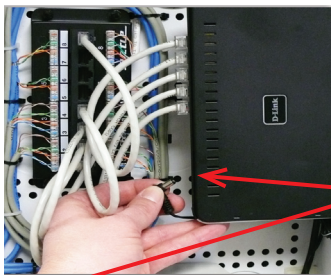
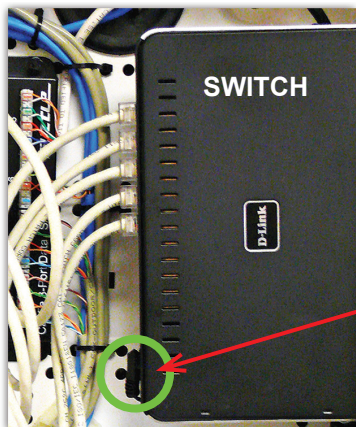
For computer repair and diagnostics contact Endeavor E-TECHS during regular working hours Toll-Free **1.877.542.9109** or email anytime at **etechs@weEndeavor.com**

TELEVISION TROUBLESHOOTING

One or more TV's are not working:

If one or more of your TV's are not working, please check:

1. Your set top box should have 2 green lights that are lit and steady, not flashing. These lights will be for “Power” and “On Line” indicators.
2. If your “On Line” light is NOT on, check the Ethernet cable that connects your set top box to your 8-port switch, to make sure that the plug is connected to the correct ports, and are securely attached.
3. If none of your TV's are working, your switch is not linked properly. Please check the connections between your switch and Ethernet cords. (See diagram below)



Unplug power from switch to reset

1. Locate small black cord that is located on the side of the switch.
2. Unplug cord from the switch.
3. Wait for 5 seconds and put plug back into outlet.

Unable to watch recorded shows on set top box:

Reset or unplug the DVR to reset. If you are still unable to watch recorded shows, call technical support at **765.795.4261** or **1.800.922.6677**.

Poor picture quality:

If your picture quality is poor, distorted or fuzzy with your Television service, please follow the steps below:

1. Make sure your connections to your set top box and TV are plugged in tightly and securely.
2. Make sure all connections are plugged in to the correct locations.
3. Try changing the channel. If only one channel has poor quality, chances are the transmission that we have received is of low quality, also. Check that channel later.
4. Verify that your set top box and TV are on the correct resolution.

Instructions for setting the TV resolution:

You can choose from either one of the two options below to set your TV resolution in order to watch high quality HDTV. These options are accessible or changeable by using the Endeavor TV remote. **(NOTE: 720p is the lowest resolution that is HD compatible. You must have an HD/HDMI cable to perform the above steps)**

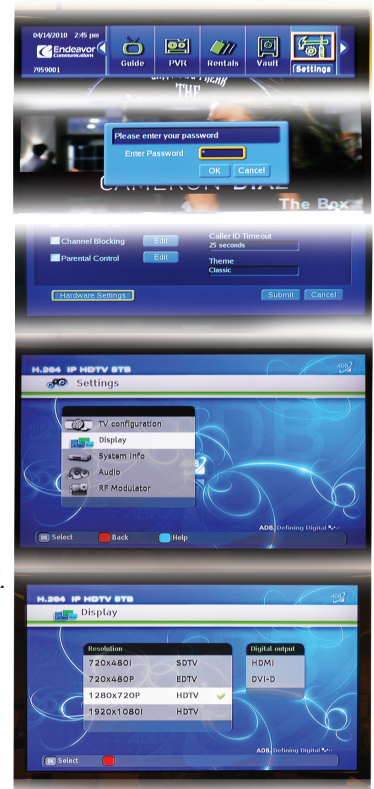
Option 1

1. With the remote provided by Endeavor Communications, press the STB button.
2. Press the green button one time.
3. Press # 4 on the keypad to the set resolution at 720p.
4. Press # 5 on the keypad to set the resolution at 1080i.

When you set the resolution as directed above, you will see the change appears briefly on your set top box. Press the green button and #2 for default settings.


Option 2

1. Press the STB button.
2. Press the MENU button.
3. Go to the settings on the menu bar and press OK.
4. Enter your Password #, which by default is the number 0—if you changed the Password #, enter your changed Password #, then press OK.
5. Go to hardware settings and press OK.
(This step may take up to a minute to respond)"
6. Go to display and press OK.
7. You may choose the resolution of your choice and press OK.
8. After choosing the resolution, you have 10 seconds to press the OK button to change the setting.



ONT POWER SUPPLY/BATTERY TROUBLESHOOTING

If any of your Endeavor services are affected, try these simple steps:



ONT POWER SUPPLY/BATTERY

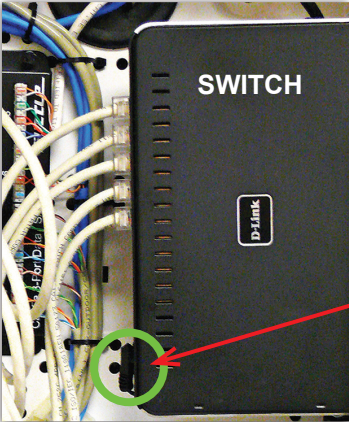

AC OUTPUT BATTERY

AC OUTPUT BATTERY

AC and OUTPUT lights will shine green when working correctly.

If the AC light is lit amber or is not lit at all, follow these steps:

1. Check plug to make sure it is plugged into the outlet.
2. Check circuit breaker or the GFCI outlet at residence electrical panel.

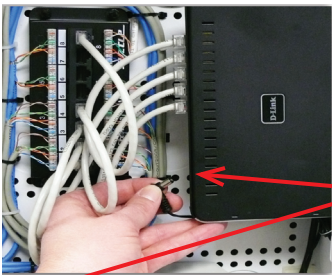


SWITCH

D-Link

Unplug power from switch to reset

1. Locate small black cord that is located on the side of the switch.
2. Unplug cord from the switch.
3. Wait for 5 seconds and put plug back into outlet.



If the above steps do not work, please contact the Endeavor Communications main office for service.

TECHNICAL SUPPORT

Customer Service and Sales

To find out more about services offered, sales or billing questions, contact our local Customer Service Representatives at **customer.service@weEndeavor.com**, call **765.795.4261** or Toll-Free **1.800.922.6677**, or visit us at the address below:

Endeavor Communications

2 S. West St.

P.O. Box 237

Cloverdale, IN 46120-0237

Business Hours:

Monday, Wednesday, Thursday, Friday: 8:00 a.m. - 5:00 p.m.

Tuesday: 8:30 a.m. - 5:00 p.m.

Service Support

For telephone, internet and television support, you can reach our support service group 24/7 at **765.795.4261** or Toll-Free **1.800.922.6677** or by email at **support@weEndeavor.com** or **repair@weEndeavor.com**.

Endeavor E-TECHS Service

For local computer repair and diagnostic services, contact Endeavor E-TECHS during regular business hours Toll-Free **1.877.542.9109** or email 24/7 at **etechs@weEndeavor.com**.



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