

The DW4020 is extremely reliable. Keep six inches of ventilation space around it and do not place items on top the receive modem so it does not overheat. If you find you cannot surf the Internet or the DW4020 seems to have a problem, follow this sequence of steps below to identify and fix the problem.

- *Check whether the DW4020 LEDs are on or off.* The LEDs may indicate that a connection has become loose. Reconnecting a cable or power cord may restore function. See *DW4020 LEDs On/Off status*.
- *Check if the LEDs are blinking in a pattern.* The LEDs can blink in a pattern. The patterns correspond to the receive and transmit status codes discussed in *Transmit Status messages* on page 12 and *Receive Status messages* on page 16. See *LED blinking indicating status codes* on page 50 for a discussion of the blinking LEDs.
- *Contact Customer Care.* If the corrective actions described in this chapter and Chapter 2 do not solve the problem, contact Customer Care at 1-866-DIRECWAY (1-866-347-3292) or go to [myDIRECWAY.com](http://myDIRECWAY.com).

## The modem and Gateway LEDs

The receive and transmit modems both have ON and READY LEDs. The Gateway has an STATUS LED and a READY LED.

## DW4020 LEDs On/Off status

This section describes the LEDs' appearance during typical DW4020 operation. It also describes their appearance when some basic problem is occurring.

### Normal operation, no transmit or receive

When the DW4020 is powered on but not receiving or transmitting data, it appears as shown in Figure 31. The modems' READY lights are continuously lit. Both the Gateway LEDs are continuously lit.

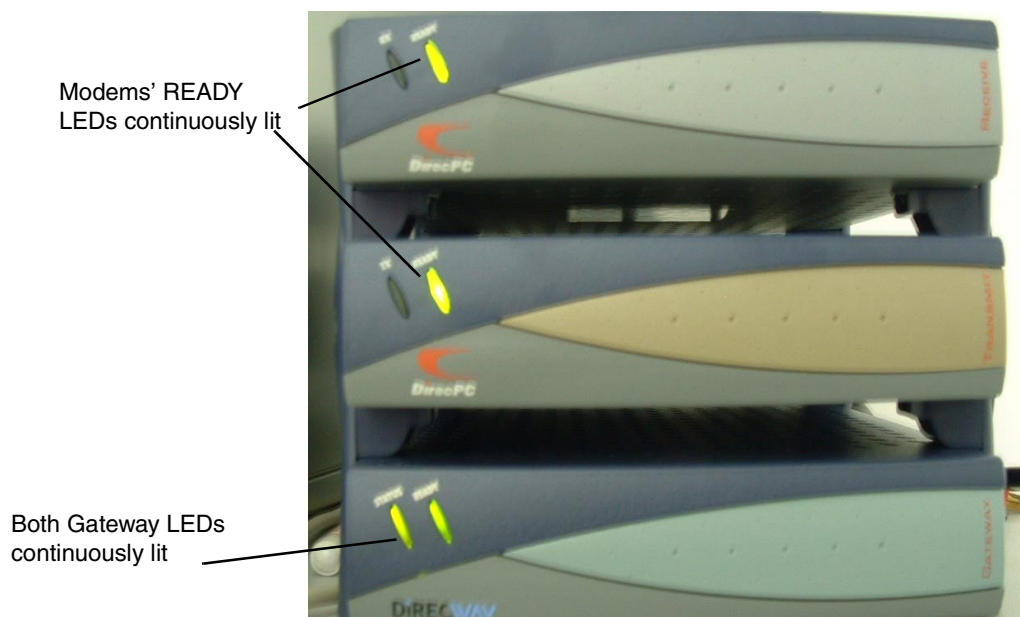


Figure 31: DW4020 normal operation, no data received or transmitted

**Normal operation, data being sent and received** During normal DW4020 operation, the modems' READY LEDs are continuously lit, the RX and TX LEDs blink as they pass data, and both the Gateway LEDs are continuously lit, as shown in Figure 32.

RX LED blinks as modem passes data; READY LED on continuously

TX LED blinks as modem passes data; READY LED on continuously

Gateway STATUS and READY LEDs continuously lit



Figure 32: Normal operation, data being sent and received

**Problem: receive modem READY LED not on** If the DW4020 is not operating normally and the receive modems READY LED is not lit, as shown in Figure 32, take the following steps:

- Check to make sure the power cord is securely attached to the receive modem and plugged into the wall outlet or surge protector. See Figure 34. If the power cord was loose, the receive modem READY light will come on when power is restored.
- If securing the power cord does not solve the problem, check all cable connections. Tighten any that seem loose.
- If the Receive modem READY LED still does not come on, power cycle the DW4020 by unplugging the power cord from the wall outlet or surge protector, waiting ten seconds, and plugging it back in.
- If the problem persists, contact Customer Care or myDIRECWAY.com.

**Note:** Often, if the receive modem READY LED is not lit, the other modem LEDs will not be lit either.

Receive modem READY LED not lit. Note that in many cases other modem LEDs will not be lit either.

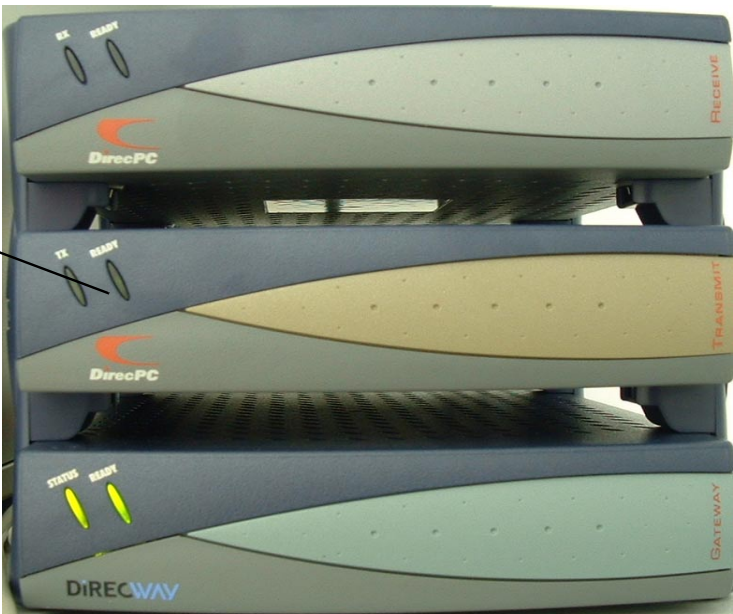


Figure 33: Receive modem passing data

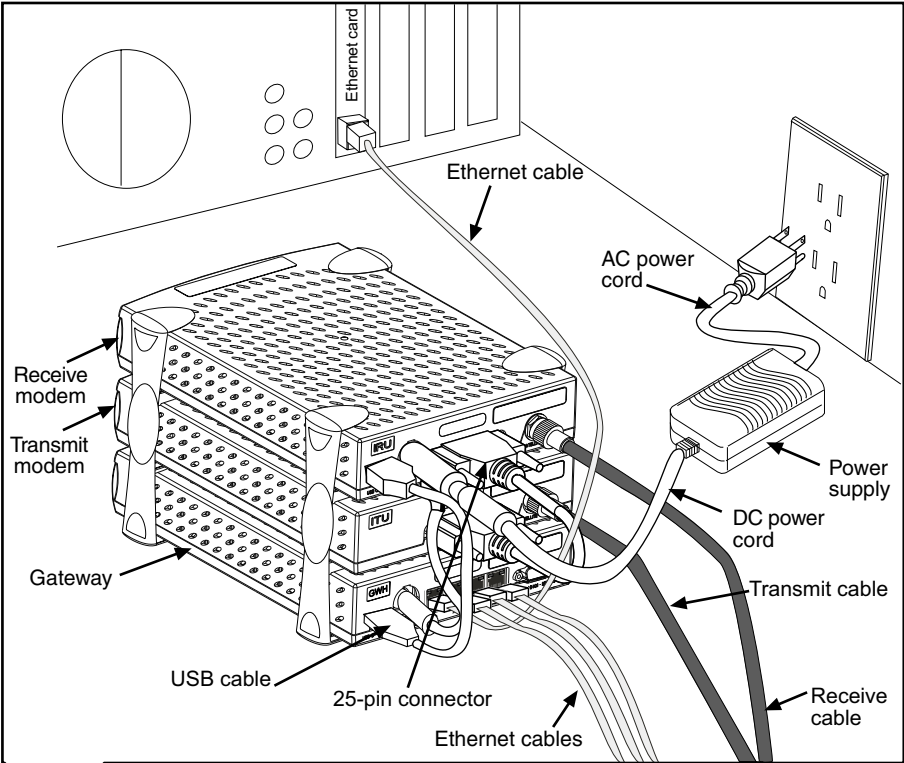


Figure 34: DW4020 power and cable connections

## Transmit modem READY LED not lit

If the transmit modem is not operating normally and its READY LED is not lit, as shown in Figure 35, take the following steps.

- Check that the 25-pin connector is attached securely. See Figure 34.
- Check to make sure the power cord is securely attached to the receive modem and plugged into the wall outlet or surge protector. See Figure 34. If the power cord was loose, the transmit modem READY light may come on.
- If securing the power cord does not solve the problem, check all cable connections. Tighten any that seem loose.
- If the transmit modem READY LED still does not come on, power cycle the DW4020 by unplugging the power cord from the wall outlet or surge protector, waiting ten seconds, and plugging it back in.
- If the problem persists, contact Customer Care or [myDIRECWAY.com](http://myDIRECWAY.com).

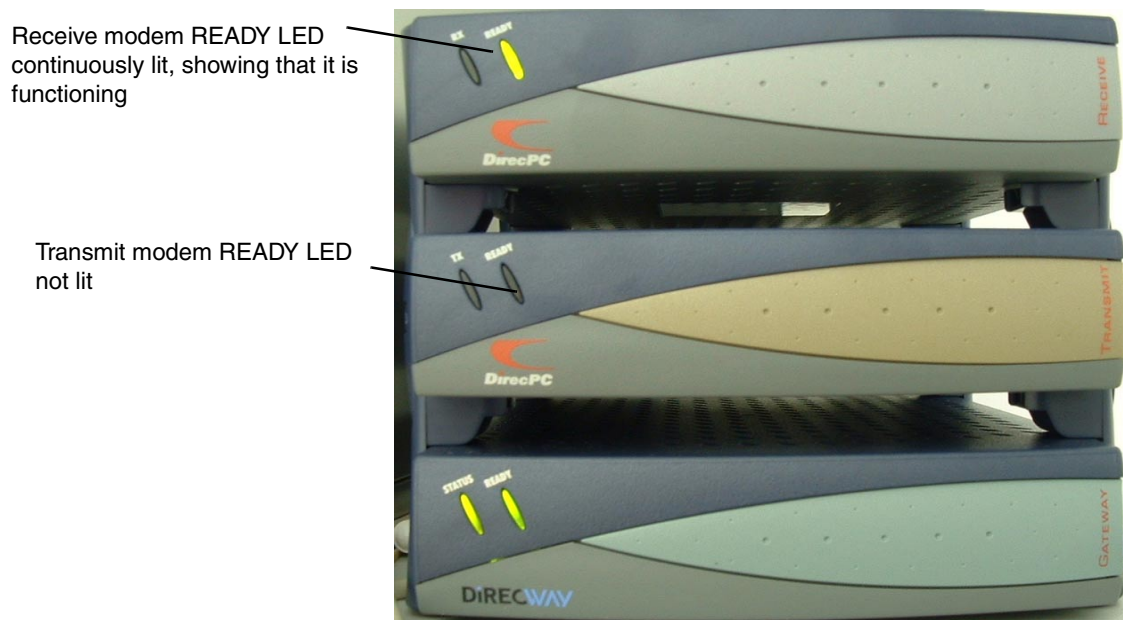


Figure 35: Transmit modem READY LED not lit

**Gateway LEDs not lit** If the Gateway does not seem to be functioning and its LEDs are not lit, and the receive modem READY LED blinks as shown in Figure 36, take the following steps.

- Check to make sure the power cord is securely attached to the Gateway and receive modem and plugged into the wall outlet or surge protector. See Figure 34. If the power cord was loose, the Gateway and receive modem READY LEDs will come on when power is restored.
- If securing the power cord does not solve the problem, check all cable connections. Tighten any that seem loose.
- If the Gateway READY LED still does not come on, power cycle the DW4020 by unplugging the power cord from the wall outlet or surge protector, waiting ten seconds, and plugging it back in.
- If the problem persists, contact Customer Care or [myDIRECWAY.com](http://myDIRECWAY.com).

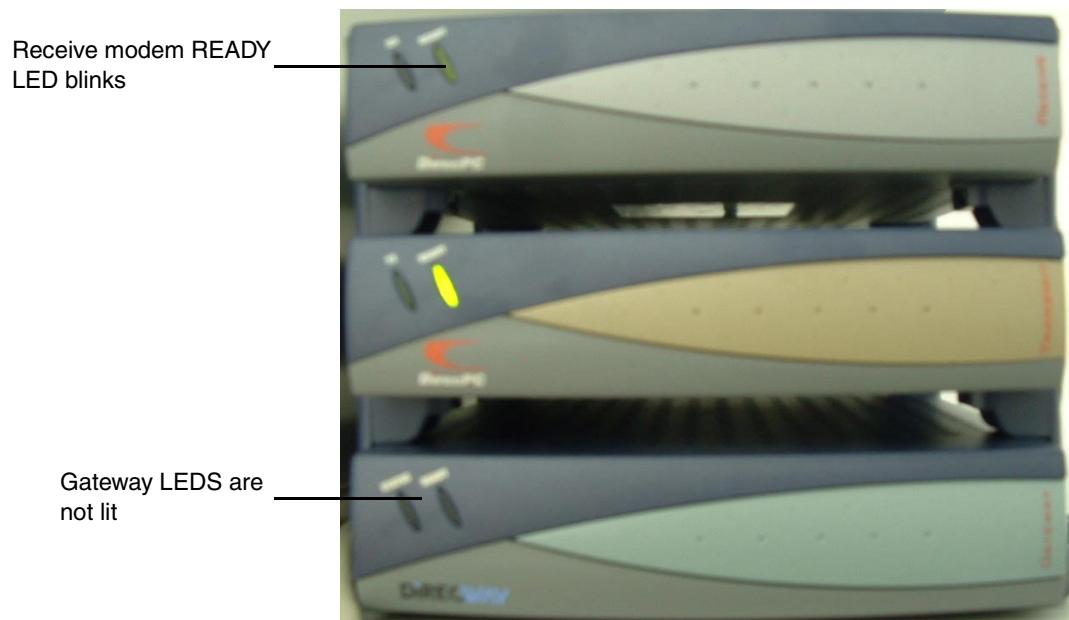


Figure 36: Gateway LEDs not lit

**Gateway LEDs flash,  
receive modem READY  
LED off or flashing**

If the Gateway does not seem to be functioning and its STATUS LED flashes amber, and the receive modem READY LED blinks or is not lit, as shown in Figure 36, take the following steps.

- Check to make sure the USB cable is securely attached to the Gateway and receive modem. See Figure 34. If the power cord was loose, the Gateway and receive modem READY LEDs will come on when power is restored.
- If securing the USB cable does not solve the problem, check all cable connections. Tighten any that seem loose.
- If the Gateway STATUS LED still does not come on, power cycle the DW4020 by unplugging the power cord from the wall outlet or surge protector, waiting ten seconds, and plugging it back in.

If the problem persists, contact Customer Care or [myDIRECWAY.com](http://myDIRECWAY.com).

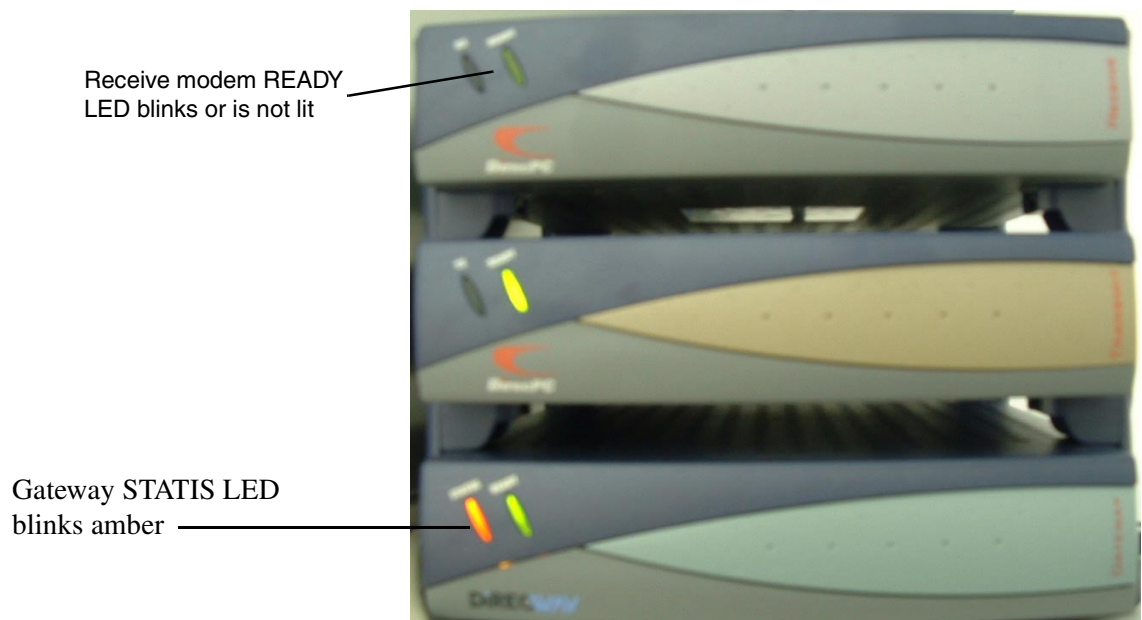


Figure 37: Gateway STATUS LED blinks amber

## LED blinking indicating status codes

The DW4020 LEDs can blink in various patterns. These patterns correlate to the status codes discussed in *Transmit Status messages* on page 12 and *Receive Status messages* on page 16. If you can see the patterns, you also have access to the **User Interface**. It will be easier to find out what the status of the DW4020 is via the interface than the LED status blinking. The blink patterns are described below for your information.

Pattern	Meaning
Off	4 (or powered off)
On	8
2 Long, 1 Short	1
2 Long, 2 Short	2
2 Long, 3 Short	11
1 Long, 1 Short	3
1 Short	5
2 Short	10, 13, 14, 15, 16, 21, 22, 23
3 Short	6, 7
4 Short	12, 17
Slow Alternating	9, 18, 19, 20
Fast Alternating	The ITU interface testing – This is a continuous fast blinking pattern, with the Transmit LED being the inverse of the Ready LED. No corresponding message.

Pattern	Corresponding receive status message
Fast Alternating	Prior to downloading software– This is a continuous fast-blinking pattern, with the RX LED being the inverse of the Ready LED. No corresponding message.
Slow Alternating	1
On	5
1 Long, 1 Short	3, 6
1 Long, 2 Short	4, 7
1 Short	0
1 Long, 1 Short, 1 Long	2

**Table 9: Receive modem READY LED blink patterns**

