Scan Sat Network S.L.

Landline Issue Solver Guide

Cannot receive or dial out on Landline

Bad line quality on Landline

• Cannot receive or dial out on Landline

1.

First we have to make sure if we have **WIMAX** or **FIBER**
If you have **Wimax** (First Box) then we have to proceed to **step 2.**
If you have a **FIBER** (Second box) Reboot the router and if still not working then please contact us by **clicking here**

2.

First of all we have to **locate** and go to our **VoIP Adapter**, Now that we have it in front then we have to make sure that there are lights on it and that its **turned on.**
If the lights are on and the cables are connected then we proceed to **Reboot** the VoIP Adapter by unplugging the power cable and then plugging back in again.
Now we wait for 10 minutes and then try again, if you still have the same problem then proceed to **step 3.**

3.

Once we have rebooted the VoIP adapter, we have to **check** that the **cables** are connected correctly. (as shown in image)
Internet cable connected to the port **WAN** , the telephone cable connected to **Phone 1** and make sure the **power is correctly connected**
If everything is connected correctly, please **check** that **your internet** is working.
If your internet is not working then please read this guides :
My fiber doesn't work   or   **My wimax doesn't work**

IF STILL NOT WORKING, PLEASE CONTACT US

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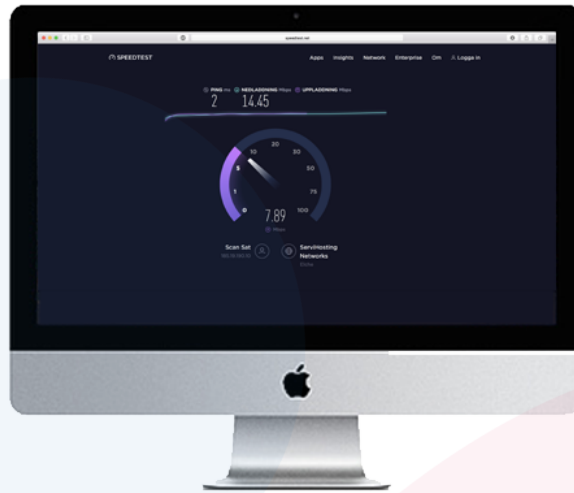
Now we want to **check** our **internet connection.**
We start by trying to do a **Speedtest**, we recomend using this one
Speedtest
If the speed is not good enough this is probably the reason for the
Quality of the line is bad, you can read more about slow internet on
the following guides.
 Im not getting my full fiber speed or **Im having a slow wimax
connection**.

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