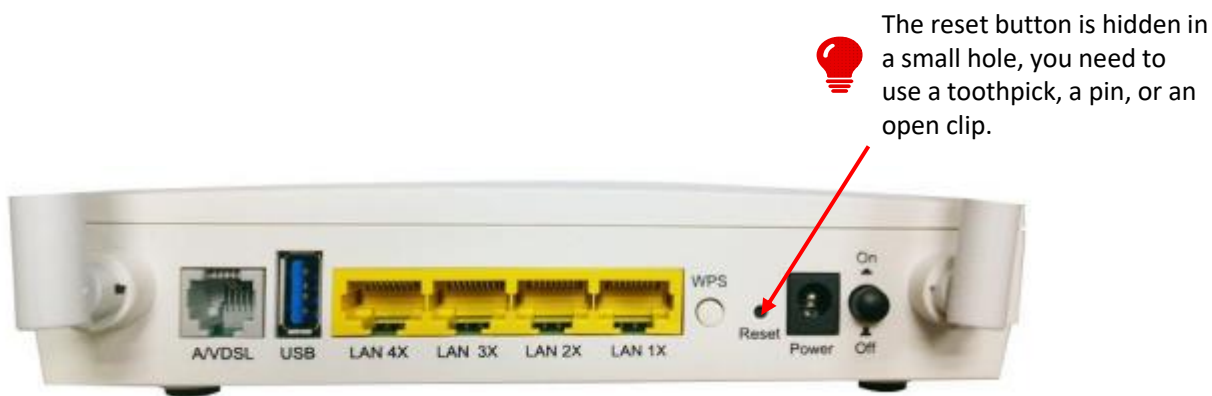




The Internet indicator on the Comtrend modem lights red



- If the DSL indicator is blinking and the Internet indicator is red, there may be multiple factors causing the problem.
- It is always necessary to check the connection of the modem, whether the cables are inserted properly and are not damaged.
- If everything is connected correctly and the modem is plugged into the socket, then you need to perform a factory reset from the back of the modem.



What to do if the problem persists?



- If the line still does not connect and the modem still lights up red even after a while, or on the contrary the Internet indicator and the connection to the line stop lighting up, you should contact the technical support department.
 - To get in touch with us, you can also use the Tobi chatbot on our website, which will guide you through the settings and forward the request to the technical support operators.
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