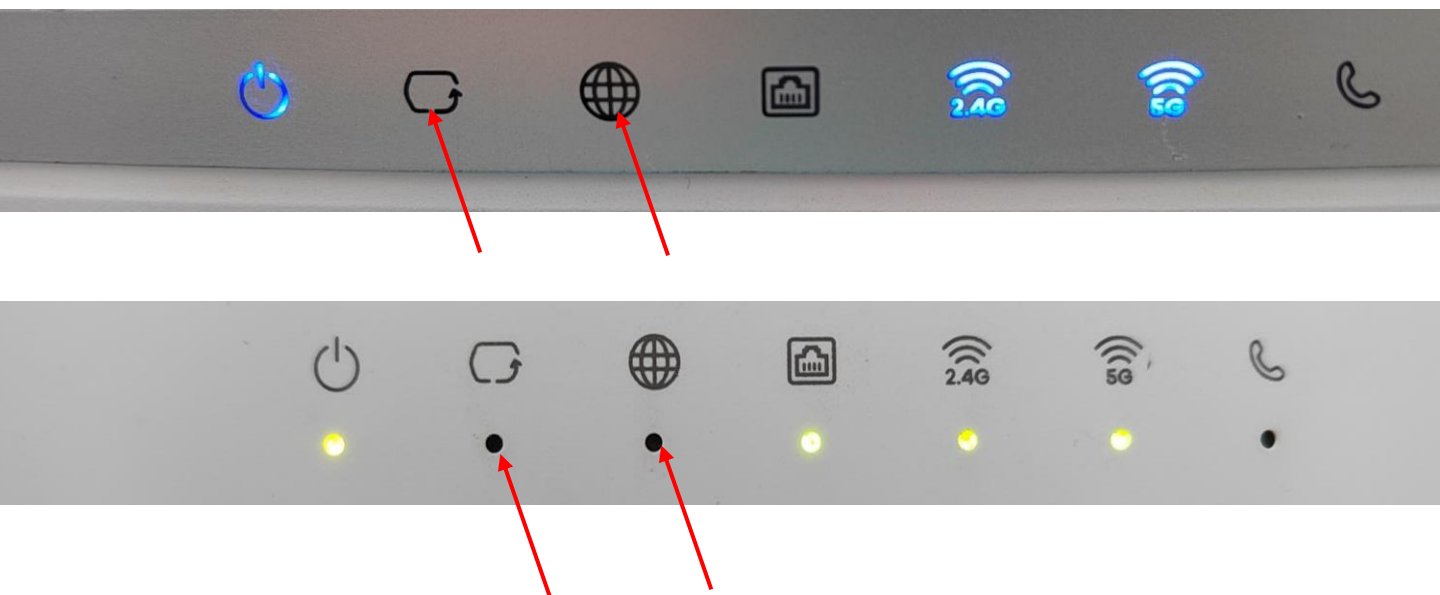




## On the Zyxel modem, the indicator of connection to the line or Internet connection does not light up



- In this case the data flow from the line to the modem has been interrupted.
- Check the correct connection of the modem and the socket. The RJ 11 cable must be properly inserted and not damaged.
- Check that the cable with the RJ 45 end is not connected to the blue socket and, if necessary, pull out this cable.



A procedure for fixed internet problems may help with the solution. A technical service can take up to 48 hours in some locations, and in exceptional situations even longer..

## Zyxel modem still not transferring data:



- If the procedure did not help, there is most likely a problem with the line running towards you.
- Please contact the Technical Department or use our chatbot Tobi for consultation on our website [www.vodafone.cz](http://www.vodafone.cz).
- You can check your address in the My Vodafone application to see if there is currently an outage in your location.
- In this case, it is necessary to wait for the end of the outage.