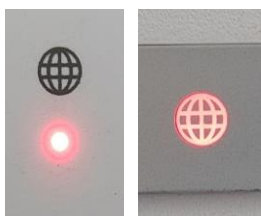




On the Zyxel modem, the internet indicator lights up red



- We will check the connection of the modem, the correct connection of the cables in the modem and the socket for the Internet connection.
- We disconnect the cable in the Internet socket and the modem and plug it back in.
- Then we restart the modem by disconnecting it - wait 10 seconds and plug it back into the socket.
- If the previous operation fails, we will perform a factory reset using the back button or in the modem interface.



Attention: After resetting to factory settings, all Wi-Fi settings made by you and possibly other user settings are automatically deleted. However, the modem settings for the line operation will remain. Then it is not necessary to set the modem to the line.



Press the reset button with a toothpick, pin, or open clip for at least 15 seconds.

The problem can also be solved by an update, which you can download from our website or from the download section. Then install the update to the modem using the instructions.

Zyxel modem still not transferring data:



- If even after the reset the internet function was not restored and everything is connected correctly according to the manual, it is necessary to have it checked by a technician.
- Please contact the Technical Department or use our chatbot Tobi for consultation on our website www.vodafone.cz.
- Please check the current modem update in the download section.